

VoiceTerm Inc

Robocall Mitigation Plan

Annual FCC Robocall Mitigation Database Recertification – 2026

1. Regulatory Compliance Commitment

VoiceTerm Inc maintains and actively enforces a robocall mitigation program reasonably designed to prevent the origination and transmission of unlawful robocalls in compliance with 47 C.F.R. § 64.6305 and applicable FCC Orders.

2. Provider Role and Intermediate/Gateway Positioning

VoiceTerm Inc operates primarily as an Intermediate Provider and, where applicable, as an Originating Provider. As an intermediate provider, VoiceTerm Inc exercises reasonable due diligence over upstream and downstream partners, monitors traffic transiting its network, and implements mitigation controls consistent with FCC guidance for gateway and intermediate providers. VoiceTerm Inc does not knowingly originate or transmit unlawful robocall traffic.

3. STIR/SHAKEN Implementation and Attestation Handling

VoiceTerm Inc has implemented STIR/SHAKEN authentication within the IP portions of its network. Where acting as the originating provider, VoiceTerm Inc authenticates outbound calls in accordance with ATIS standards and FCC requirements. Where acting as an intermediate provider, VoiceTerm Inc passes STIR/SHAKEN authentication information through without alteration and supports end-to-end authentication integrity. VoiceTerm Inc maintains valid STI certificates issued by an approved Certification Authority and participates in the Secure Telephone Identity ecosystem.

4. Know Your Customer (KYC) Controls

VoiceTerm Inc conducts risk-based due diligence prior to customer activation, including verification of legal entity status, business registration, principal contacts, and intended service use. Service is not activated until compliance review is completed.

5. Traffic Monitoring and Mitigation

VoiceTerm Inc employs ongoing traffic analytics to detect anomalous call patterns, including volume spikes, abnormal call durations, and repetitive dialing behavior. Suspicious traffic is promptly investigated and may result in immediate suspension.

6. Traceback Response Protocol

VoiceTerm Inc responds within 24 hours to Industry Traceback Group, FCC, or law enforcement inquiries. Upon receipt of a traceback notice, VoiceTerm Inc initiates investigation, identifies responsible parties, requires corrective action, and suspends traffic where appropriate.

7. Upstream/Downstream Compliance Verification

VoiceTerm Inc verifies that applicable voice service customers are properly registered in the FCC Robocall Mitigation Database and may refuse traffic from entities failing to maintain compliance.

8. Network Security Controls

VoiceTerm Inc maintains network security safeguards including multi-factor authentication, restricted administrative access, trunk configuration monitoring, and access logging controls.

VoiceTerm Inc certifies that this Robocall Mitigation Plan is actively implemented and reasonably designed to prevent unlawful robocall origination and transmission.

Executed this _01_ day of ___March___, 2026.

Richard Kaplan

Richard Kaplan - Compliance Officer
VoiceTerm Inc