

Robocall Mitigation Plan

Business Information

Digital Path, Inc. dba DigitalPath, Inc.
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Contact Information

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Overview

In the Commission's recent release, *In the Matter of Call Authentication Trust Anchor, Sixth Report and Order and Further Notice of Proposed Rulemaking*, WC Docket No. 17-97 (rel. March 17, 2023) ("R&O") it is stated that all voice service providers ("VSPs") must file robocall mitigation plans ("RMPs") that, among other things, outlines "reasonable steps" taken to avoid originating illegal robocalls.

In addition to the "reasonable steps," the FCC requires that a RMP include:

- "know your customer" procedures;
- a description of any call analytics system used to identify and block illegal traffic; and
- whether a third-party vendor is used and if so, the name of the vendor.

The FCC previously stated that a RMP is sufficient if the detailed practices in the plan can reasonably be expected to significantly reduce the origination of illegal robocalls and the VSP complies with the practices it describes in its filing.

Purpose

DigitalPath, Inc. ("DigitalPath") is dedicated to stopping illegal calls from originating in our network and monitoring the calls coming into our network. DigitalPath has fully implemented STIR/SHAKEN. In compliance with the R&O, DigitalPath submits this RMP and certification.

Know Your Customer ("KYC")

The accurate identification of a subscriber in the STIR/SHAKEN ecosystem is tied to a telephone number-based caller identity associated with that subscriber. A subscriber is an entity that has a business relationship with DigitalPath in which we transmit, originate, and/or terminate calls on behalf of the subscriber.

DigitalPath's KYC program involves obtaining specific subscriber information when payment is made for services. This process includes collecting such information as:

- physical business location;
- contact person(s);
- nature of the customer's business.

Know Your Upstream Providers

In accordance with the Commission's directive in *Advanced Methods to Target and Eliminate Unlawful Robocalls Call Authentication Trust Anchor, Seventh Report and Order In CG Docket 17-59 and WC Docket 17-97, Eighth Further Notice of Proposed Rulemaking In CG Docket 17-59, and Third Notice of Inquiry in CG Docket 17-59* (Rel. May 19, 2023) ¶¶ 49-51, DigitalPath provides the following information concerning its upstream voice carrier.

DigitalPath receives voice traffic from the following upstream provider:

VoIP Innovations, LLC
One Penn Center West
Suite 400
Pittsburgh PA 15276
Tim Linn, Director of TaaS Operations
tlinn@sangoma.com
412-326-3019

According to the Robocall Mitigation Database, VoIP Innovations, LLC is fully STIR/SHAKEN compliant and, to the best of DigitalPath's knowledge, information, and belief, VoIP innovations, LLC has been, and will continue to, sign calls transmitted to DigitalPath, and will abide by the Commission's STIR/SHAKEN and robocall mitigation rules in all respects when providing voice traffic to DigitalPath. DigitalPath and its upstream provider have agreed to work together diligently to mitigate all illegal robocalls, including cooperating fully when receiving traceback requests.

Acceptable Use Policy ("AUP")

DigitalPath maintains an AUP that subscribers must sign before being permitted to use DigitalPath's network. Among other things, the AUP prohibits:

- providing altered, deceptive, or false information about the identity of the sender or the origin of a message or phone call;
- violating any applicable law;
- violating applicable industry accepted guidelines; and
- using DigitalPath's service to engage in or in connection with fraudulent activities.

DigitalPath's contractual terms with subscribers specify that DigitalPath may take action up to suspension or termination of service for violation of the AUP.

Analytics for Monitoring Traffic

DigitalPath works with its upstream carrier to analyze high-volume voice traffic in order to identify and monitor patterns consistent with robocalls. If DigitalPath detects a calling pattern consistent with illegal robocalls, we will identify the party and take appropriate action. Appropriate action may include, but is not limited to, initiating a traceback investigation, verifying that the originating subscriber owns or is authorized to use the Caller ID number, and suspending or terminating the party's ability to originate calls on our system.

No third-party vendors are involved in deploying DigitalPath's analytics.

Investigate Suspicious Activity

When traffic analysis indicates the presence of likely illegal robocalling, our risk prevention team is alerted which follows the defined procedures on investigating such subscribers.

The procedures established include but are not limited to:

- checking recent and past call detail records and benchmark against expected trends;
- checking recent and past account activity and purchases;
- investigating if any system issue generates the strange behavior;
- verifying that the call originating path is valid; and
- contacting the subscriber to understand his or her particular use case and validate that the activity belongs to that subscriber.

DigitalPath follows Industry Traceback Group ("ITG")-recommended best industry practices and cooperates in traceback and trace forward investigations. To allow for timely and comprehensive responses, DigitalPath will devote sufficient resources to provide prompt and complete resources to traceback requests.

Blocking

DigitalPath will implement Do Not Originate requests it receives from the ITG. DigitalPath has mechanisms to block suspicious calls using internal analytics. If DigitalPath's monitoring systems identify suspected robocalling patterns that are confirmed with further investigation, DigitalPath will take appropriate action which may include suspending or terminating the subscriber's use of DigitalPath's network. DigitalPath will cooperate with Investigative Bodies, including providing a single point of contact to address traceback requests from law enforcement and applicable regulatory entities, *e.g.*, state attorneys general offices, the FCC, and the ITG; as well as documenting requests & actions taken in response thereto.

Plan Updates

This plan and industry best practices must evolve to respond to the dynamic nature of mitigating illegal robocalling. DigitalPath will monitor industry best practices and continuously improve our internal processes to ensure this plan and our system adapt to this ever-changing issue.

In the event of any material change to this plan, DigitalPath will republish it to employees, consultants and contractors and file such an update to the FCC Robocall Mitigation Database within ten (10) days of such update.

Certification of Andrew Cardin

I, Andrew Cardin, Senior Vice President of Operations of Digital Path, Inc. ("DigitalPath") do hereby certify, under penalty of perjury, the following:

- a. DigitalPath has fully implemented STIR/SHAKEN in the IP portions of its network.
- b. DigitalPath's business name and primary address are as follows:

Digital Path, Inc.
1065 Marauder Street
Chico, CA 95973

- c. The following persons/entities own more than 10% of DigitalPath: [REDACTED]
- d. DigitalPath has the following directors: [REDACTED]
- e. DigitalPath has the following subsidiaries: ALERTWest, Inc., Digital Path Aviation, LLC, DPI Holdings, LLC, Digital Path Services, Inc., 2xWireless, Inc.
- f. Neither of the persons/entities in items 3 – 5 above have had licenses revoked by the FCC or been subject to the FCC enforcement actions.
- g. DigitalPath has a dba name "DigitalPath, Inc."
- h. DigitalPath has not previously used any other business name.
- i. The name, title, department, business address, telephone number, and email address of the individual responsible for addressing robocall-related issues are listed in the above robocall mitigation plan.
- j. DigitalPath's role in the call chain is that of a voice service provider with a STIR/SHAKEN
- k. implementation obligation serving end-users.
- l. DigitalPath has not been prohibited from filing in the Robocall Mitigation Database due to an enforcement action.
- m. DigitalPath is not subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing.
- n. DigitalPath's Operator Code Number is 234K.



Andrew Cardin