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UniVoIP ROBOCALL MITIGATION PROGRAM

1.1 EXECUTIVE SUMMARY

At UniVoIP, we are steadfastly committed to mitigating illegal robocalls and providing a secure, reliable service to our customers. We continually update and refine our practices to stay ahead of evolving threats and regulatory requirements.

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1.3 ROBOCALL MITIGATION PROGRAM

UniVoIP has developed a robust Robocall Mitigation Program that outlines the specific measures we have implemented to prevent the origination, transmission, or processing of illegal robocall traffic. This program is regularly updated and submitted to the Robocall Mitigation Database portal.

1.4 KNOW-YOUR-UPSTREAM PROVIDER REQUIREMENT

In compliance with section 64.1200(n)(5) of the Commission's rules, UniVoIP maintains a comprehensive understanding of our upstream providers. We have implemented a rigorous vetting process to ensure they are not sources of illegal robocall traffic.

1.5 PREVENTING ILLEGAL CALLS FROM NEW AND RENEWING CUSTOMERS

UniVoIP has established stringent vetting processes during customer onboarding and renewal phases. We take proactive and effective measures to prevent new and renewing customers from originating illegal calls.

1.6 PROCEDURES FOR NON-GATEWAY PROVIDERS

As a non-gateway provider, UniVoIP has instituted procedures to understand and vet our upstream providers. We collaborate closely with them to ensure they are also implementing steps to mitigate illegal robocalls.

1.7 CALL ANALYTICS SYSTEMS

UniVoIP employs advanced call analytics systems to identify illegal traffic. At present, our blocking actions are manual. However, we are committed to enhancing our systems and plan to implement automated blocking actions in the future. These systems undergo regular reviews and updates to ensure their effectiveness in mitigating illegal robocalls.

1.8 STIR/SHAKEN IMPLEMENTATION

UniVoIP has partnered with iconectiv for STI-PA services related to OCN 629J. All outbound calls originating from our network are signed in by our Ribbon SBCs and PSX policy servers, in cooperation with Ribbon Communications, who acts as our STI CA. This ensures that all calls originating from our network are authenticated and verified, significantly reducing the likelihood of illegal robocall traffic.