

## **Robocall Mitigation Plan Description for Viola Communications, Inc. (“VCI”)**

### **STIR/SHAKEN Compliance:**

Viola Communications, Inc. (“VCI”) has no voice communications network facilities, but does provide customers Voice-Over-Internet-Protocol (“VOIP”) service through resale of a third party VOIP service.

The company resells a VOIP-based voice product from a third-party vendor, Momentum Telecom, Inc., which is fully Stir/Shaken compliant. Momentum Telecom’s Stir/Shaken compliance can be found in the FCC Robocall Mitigation Database under reference number RMD0001712.

### **Trace Back Requests:**

VCI commits to cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that are discovered using our service to originate calls.

### **Robocall Mitigation Measures:**

VCI is working with its 3rd party vendor to perform monitoring of originating call volumes by our customer base. Originating call records are summarized and compared to previous volumes to check for large increases in call volumes that appear unreasonable. If such volume changes are discovered, the company will investigate the change and take appropriate action with the customer.

### **Status of VCI STIR/SHAKEN Implementation:**

As of June 30, 2023, VCI has begun authenticating and verifying with STIR/SHAKEN voice traffic that originates and terminates for its resold VOIP service product. This verification is provided by our vendor Momentum Telecom, Inc.

At any future point where the company implements IP-based trunking for voice traffic, the IP-based trunking will be fully Stir/Shaken compliant upon implementation.

Viola Home Telephone Company Primary Contact For Robocall related issues:

Name: James Erhart

Phone Number: 309-596-2222

Email Address: james@violatel.com