

June 18, 2021

The Canadian Radio-television and Telecommunications Commission (“CRTC”) and the Federal Communications Commission (“FCC”) issued rules requiring that certain communications service providers implement the STIR/SHAKEN call authentication framework and other robocall mitigation practices. A key element of the CRTC and FCC rules is a requirement for all voice service providers (“VSP”) to certify as to the status of their implementation of STIR/SHAKEN and, if the provider has not fully implemented the framework (including providers excused due to an extension), the provider must implement a robocall mitigation plan (“RMP”).

VoIP Much Phone Company Inc (“VoIP Much”) is dedicated to stopping illegal calls from originating in our network and monitors the call activity coming to and from our network.

Our customers

New customers go through a combination of automatic and manual checks, to verify the provided data. These checks include, but are not limited to: name, address, email address, IP address, contact phone number(s) and credit card holder information.

Existing customers are also required to keep their data updated and accurate. All updates also go through a combination of automatic and/or manual checks.

Terms and use

VoIP Much maintains a Service Agreement and Fair Usage Policy (“FUP”). The FUP defines call limits, as well as restricting the use of predictive and auto dialers. Terms or FUP violations may result in the suspension or termination of services.

Telephone number identity (“CID Number”)

For most all customers, VoIP Much manages and restricts the CID Number, directly managed by and/or obtained through a carrier partner, for use by the customer. If a customer wishes a CID Number not managed by VoIP Much, the customer must provide proper validation for said number (ie: current phone bill for CID Number).

Where a customer obtains services from multiple VSP’s, and wishes to manage their CID Number(s), a signed Extended CallerID Agreement (“ECIDA”) is required. An ECIDA states the

customer will not use any CID Number they do not manage, and they agree to abide by the VoIP Much RMP.

CID Number violations may result in the suspension or termination of services.

Blocking

Anonymous, Call Confirm (aka/ Call Screen) and Call Block features are made available to the customer, to further assist in the mitigation and stopping of robocallers.

Traceback

VoIP Much responds to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperates with such entities in investigating and stopping any illegal robocallers that may use our service to originate calls.

Monitoring

VoIP Much actively monitors inbound and outbound activity on our network. Suspicious activity may automatically or manually be blocked for further investigation. Such monitoring may include, but is not limited to:

- Multiple overlapping calls from same customer;
- Quantity of calls from same customer, within short periods;
- Sequential number calling from same or multiple customers;
- Anomalies in call pattern from same customer vs prior week;

VoIP Much will investigate all activity detected by monitoring, reported by a customer or reported by a third party.

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