



Business Information

VIP Communications, Inc
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VIP Communications (VIP) is an 'over-the-top' calling card style international calling provider.

Customers do not originate calls on the VIP network, the service is connected to from their origination device, account or usage is authenticated and the customer makes an international call.

VIP is committed to stopping fraudulent and spoof calling transiting its network and anywhere.

VIP has not implemented STIR/SHAKEN, but will pass parameters if received

VIP has not been prohibited from filing in the Robocall Mitigation Database

VIP is not subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing and provide information concerning any such actions or investigations

This document defines VIPs robocall mitigation plan.

Know you Customer

- VIP performs due diligence on all customers, including KYC practices. Users must validate their CLI with 2 Factor authentication, verify their email and submit name, address and credit card details.
- VIP enters into contractual agreements with customers that that requires compliance with the law

Know-your-upstream provider

- VIP performs due diligence on all carrier customers, including KYC practices such as banking, tax and address details.
- VIP enters into contractual agreements with carrier partners that require compliance with the law
- VIP checks the RMD for all existing and new upstream carriers to ensure they are compliant



Subscriber Authentication

- Customers must dial into the VIP service using a saved CLI or authenticate with a PIN

Call Analytics Systems

- Voice traffic is actively monitored for unusual patterns and usage using manual and automated tools
- Alerting and Analysis on unusual call patterns is carried out
- Any unusual activity generates a contact with the upstream carrier
- Blacklist CLI and destination number rules are enforced

Tracebacks

- VIP commits to respond fully, within 24 hours, to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping illegal robocallers carry illegal robocalls.

Mandatory Blocking of Calls

- VIP commits to, when acting as a downstream provider, to block traffic received directly from all partners that are not registered in the RMD. In addition, VIP commits to fully comply with any request from the Commission to block illegal traffic