



RE: VoIP Innovations LLC's Robocall Mitigation Plan

1. VoIP Innovations commits to respond to all traceback requests from the Federal Communications Commission, law enforcement and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocallers from using its services to originate calls, and that all voice traffic that originates on its network is subject to this robocall mitigation program.
2. VoIP Innovations screens all applicants for its services to determine if they are intending to use such services for autodialing from a database of numbers for purposes of telemarketing without having received written permission from the called parties. Calls to wireline numbers for purposes of political campaigning, market research or polling are deemed legal.
3. VoIP Innovations requires by contract that all users of its services comply with applicable laws prohibiting illegal robocalling and providing for blocking and/or termination of services for those that breach such provisions.
4. VoIP Innovations continuously monitors calling patterns in and out of our network to identify fraudulent traffic, including robocalling, traffic pumping, and international toll fraud. VoIP Innovations will block services to a customer if it determines that the customer is using the services for any illegal activities, including robocalling. Such customer's agreement will be terminated if the violation is determined to be intentional.
5. VoIP Innovations will only accept off network traffic for termination from third party carriers that are in the Robocall Mitigation Database after September 28, 2021.
6. VoIP Innovations severely limits the capabilities of new accounts until the new customer completes a verification process that includes a live phone call with a support representative to confirm that the customer is who they say they are and represent the company they have signed up on behalf of.

If there are any questions or concerns regarding this plan, please contact my office.

Thank you,

A handwritten signature in black ink, appearing to read 'C. Nutter', with a stylized flourish at the end.

Cameron Nutter
Director of Operations
VoIP Innovations LLC