



Tuesday, June 29, 2021

Robocall Mitigation Plan

Acceptable Use Policy

VoiceValley has an acceptable use policy that customers acknowledge and agree to upon using VoiceValley Voice services. This agreement can be downloaded at: [http:// www.VoiceValley.com/pdf/VoiceValley_AUP.pdf](http://www.VoiceValley.com/pdf/VoiceValley_AUP.pdf)

Know Your Customer

VoiceValley uses best practices to identify and verify caller identity by using the NANC Best Practices for the Implementation of Call Authentication Frameworks Section 3.1 (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>).

Traceback

VoiceValley responds to all traceback requests from the FCC, law enforcement, and the registered traceback consortium and fully cooperates with these entities to investigate and stop any illegal robocallers that violate originating call criteria.

STIR/SHAKEN

VoiceValley, with less than 100,000 voice subscriber lines is eligible for and making use of the extension outlined under 47 CFR § 64.6304. Originating voice traffic on our network will be subject to the robocall mitigation program outlined below. Robocall Mitigation Practices Software provided by TransNexus called ClearIP will monitor outbound voice traffic in real time to prevent illegal outbound robocalls. This allows for monitoring and reporting of illegal robocall activity in which VoiceValley will investigate in a timely manner and warn the caller and/or terminate service as necessary.

Plan Update

As required, VoiceValley will add STIR/SHAKEN functionality, and follow industry best practices to comply and improve robocall mitigation and prevention. If changes are made to this plan, VoiceValley will republish an updated submission to the FCC Robocall Mitigation Database within 10 days.