

Robocall Mitigation Plan

D4US LLC, dba Dimension4 (D4) takes illegal robocalling very seriously. Robocalls have become a significant nuisance, causing inconvenience and potential harm to individuals and businesses alike. Our mitigation plan is primarily driven by the types of services we offer and the methods of delivery. As a voice service provider that does not operate its own network, we rely on our underlying carriers to implement effective call authentication and network traffic monitoring measures.

This plan has been developed in compliance with the FCC's 6th Report and Order, which requires all voice service providers to submit a Robocall Mitigation Plan. We are committed to implementing this plan and taking all necessary steps to mitigate illegal robocalls on our network.

Our Robocall Mitigation Plan includes the following measures:

1. **Understanding Robocalls:** We will work on understanding robocalls and their various forms, including scam calls, telemarketing calls, and automated messages. Highlight the negative effects of robocalls on individuals' privacy, security, and overall well-being.
2. **Providing information to consumers:** We will provide information to our customers about how to protect themselves from illegal robocalls and how to report such calls to us and to the appropriate authorities. We will educate them about robocall risks and prevention measures and include guidance on using call-blocking features available on their devices.
3. **Working with underlying carriers:** We will work closely with our underlying carriers to ensure that they have implemented effective call authentication and network traffic monitoring measures to prevent illegal robocalls from originating or terminating on our network. We will be working closely with them to share important information, implement best practices and collectively combat illegal robocalls. Advocate for the adoption of STIR/SHAKEN protocols across partner networks to authenticate caller identities and mitigate spoofing.
4. **Internal Controls and Policies:** We will establish internal policies and procedures for handling incoming calls, especially those flagged as potential robocalls. Train employees on protocols for verifying caller identities and escalating suspicious calls to designated personnel.
5. **Investigating and resolving complaints:** We will promptly investigate and resolve any complaints related to illegal robocalls originating or terminating on our network.
6. **Cooperating with law enforcement:** We will cooperate with law enforcement and other voice service providers in tracing back illegal robocalls to their source and taking appropriate action to prevent such calls from originating on our network.
7. **Compliance with Regulations:** we will stay informed and in compliance with regulatory requirements related to robocall mitigation. We will ensure that our services adhere to guidelines set by authorities such as the Federal Communications Commission (FCC) and other relevant laws

and regulations, such as the Telephone Consumer Protection Act (TCPA) and the Truth in Caller ID Act.

8. **Continuous Improvement:** Continuously evaluate the effectiveness of our robocall mitigation efforts through performance metrics and customer feedback. Adapt and refine our strategies based on emerging threats and technological advancements in robocall detection and prevention.

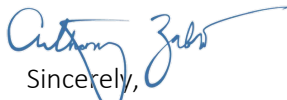
Additionally, per **47 CFR § 64.6305(d)(2)(ii), (e)(2)(ii), and (f)(2)(ii)**, we are providing further clarification on the specific steps we are taking to avoid originating, carrying, or processing illegal robocall traffic:

1. **Know Your Customers/Upstream Providers:** We are committed to verifying the legitimacy of both our customers and upstream providers through robust vetting processes, including background checks and monitoring of their traffic patterns for suspicious activity.
2. **Analytics Systems:** We utilize multiple analytics systems to identify and block illegal robocalls, including pattern recognition and call behavior analysis. This allows us to proactively monitor and mitigate illegal traffic that may be carried through our network.
3. **Third-Party Analytics Vendors:** We work closely with trusted third-party analytics vendors such as Bandwidth, Inc. to enhance our ability to detect, analyze, and block illegal robocall traffic. These vendors provide us with state-of-the-art tools to ensure comprehensive monitoring and compliance with regulatory requirements.

D4US LLC, dba Dimension4 (D4) hereby certifies that, as a voice service provider that does not operate its own network, we have worked closely with our underlying carriers to ensure that they have implemented the STIR/SHAKEN call authentication framework in their networks. We rely on our underlying carriers to authenticate calls originating or terminating on our network using this framework.

We are committed to continuing our efforts to prevent illegal robocalls and to protect our customers from fraudulent and unwanted calls. We will continue to monitor our network and work with our underlying carriers to ensure the effectiveness of our call authentication measures.

We will regularly review and update our Robocall Mitigation Plan to ensure its effectiveness in preventing illegal robocalls on our network.


Sincerely,
Anthony Zabit
D4US LLC