



Freevoice Inc.

Robocall Mitigation Plan

Version 2.0 – 2026 Compliance Update

1. Purpose

Freevoice Inc. ("Freevoice") is committed to preventing unlawful robocall traffic and complying with all applicable Federal Communications Commission (FCC) regulations, including requirements associated with the Robocall Mitigation Database (RMD) and STIR/SHAKEN framework.

2. STIR/SHAKEN Implementation

Freevoice implements STIR/SHAKEN caller ID authentication in accordance with FCC rules where technically feasible.

For traffic not subject to STIR/SHAKEN (including non-IP or exempt traffic), Freevoice applies the robocall mitigation practices described in this plan.

3. Traceback Cooperation

Freevoice responds promptly to all valid traceback requests from:

- Federal Communications Commission (FCC)
- Industry Traceback Group (ITG)
- Law enforcement agencies

Freevoice maintains records sufficient to support investigations and cooperates fully with authorized requests.

4. Customer Vetting & Know-Your-Customer (KYC)

Freevoice applies risk-based customer screening procedures, including:

Verification of customer identity

Business registration validation (where applicable)

Payment method validation

Review of intended use of services

Evaluation of robocall / autodialing risk

Freevoice reserves the right to reject or terminate service based on risk assessment outcomes.

5. Contractual Compliance Requirements

All customers must agree to terms prohibiting:

Illegal robocalling

Caller ID spoofing

Fraudulent traffic

Violations of TCPA / FCC rules

Freevoice enforces compliance through monitoring, suspension, and termination policies.

6. Traffic Monitoring & Analytics

Freevoice actively monitors network traffic using automated and manual controls designed to detect:

Answer seizure ratios

Average call duration

Volume anomalies

Unusual call patterns

CLI / caller ID irregularities

Indicators of spoofing

Traffic pumping / artificial inflation

Fraudulent or abusive behavior

7. Mitigation & Enforcement Actions

When suspicious or unlawful traffic is identified, Freevoice may:

Investigate traffic sources

Request customer clarification

Block specific traffic

Suspend service

Terminate accounts

Freevoice may also notify upstream/downstream providers and relevant authorities where appropriate.

8. Third-Party Traffic Policy

Freevoice accepts traffic only from voice service providers properly listed in the FCC Robocall Mitigation Database, as required by FCC regulations.

9. Complaint Handling

Freevoice reviews credible complaints related to:

Unlawful robocalls

Spoofing

Fraudulent traffic

Complaints may trigger investigation and mitigation measures.

10. Ongoing Compliance

Freevoice maintains procedures to:

Review mitigation effectiveness

Update policies as regulations evolve

Train relevant personnel

Update RMD filings within required deadlines

11. Certification

Freevoice certifies that:

It has implemented STIR/SHAKEN where required

It maintains a robocall mitigation program

Information submitted to the FCC RMD is accurate

It will update filings within required timeframes

Authorized Representative

Chad Harmon

Compliance Officer

Freevoice Inc.

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