



Robocall Mitigation Plan

This updated robocall mitigation plan is for VoIPConsultants.biz LLC, with headquarters at 1025 E. Lilly Lane, Palatine, IL 60074.

We perform the following roles in the call chain:

- A voice service provider with a STIR/SHAKEN obligation acting as a wholesale provider originating calls.
- VoIPConsultants.biz LLC has not been prohibited from filing a certification in the Robocall Mitigation Database.

VoIPConsultants.biz LLC does not have a history of enforcement actions for illegal robocalls, TCPA or TSR violations, or related state law violations.

VoIPConsultants.biz LLC uses the following affirmative, effective measures to prevent the origination or transit of illegal robocalls.

Know Your Customer

There is nothing magical about our vetting process.

1. We sell exclusively to resellers. They sell exclusively to small business customers, none of whom engage in call center activities. We have known our resellers from 3-14 years.
2. Since enrolling in the Robocall Mitigation Database a couple years ago, we refuse to provide any termination services for the U.S. territory and have turned away multiple opportunities to do so.
3. We forbid call center traffic on our networks.
4. Our contractual provisions with customers prohibit them from initiating illegal robocalls. If we find a customer initiating suspicious robocalls, we warn them to stop. If such traffic continues, then we terminate their service.

Know Your Upstream Provider

Since we are the provider of record for our resellers small business customers, there are no upstream providers to vet. We provide our resellers with a turnkey service, including, but not limited to, their telephone numbers, 911 service and termination services.

If and when we would receive traffic from an upstream provider, we confirm that the upstream provider has a certification in the Robocall Mitigation Database. We will not accept voice traffic from an unregistered provider.

We require that upstream providers have a reasonable robocall mitigation plan, including a vetting process for their customers and upstream providers, and use call analytics to identify suspicious traffic.

We establish an understanding of the upstream provider's role in the call path for the traffic they will send to us, for example, whether they are acting as an originating voice service provider, a foreign intermediate provider, or a U.S.-based intermediate provider. We use this information to understand whether we will be obligated to authenticate unsigned traffic that we receive from them.



Our contractual provisions with upstream providers prohibit them from sending us illegal robocalls. If we find that an upstream provider is sending us suspicious robocalls, we warn them to stop. If such traffic continues, then we terminate their service.

Traceback

We respond within 24 hours to all traceback requests from the Commission, law enforcement, and the registered traceback consortium. We cooperate fully with such entities in investigating and stopping any illegal robocallers that use our service to originate, carry, or process illegal robocalls.

Robocall Mitigation Program

We use call analytics software provided by TransNexus to monitor all outbound voice traffic in real-time to prevent the origination or transit of illegal robocalls.

The software provides detailed reporting to identify suspected illegal robocalls. The system alerts us if we process outbound calls where the calling number has a poor reputation or is invalid, unallocated, or on a Do Not Originate list.

We perform the same mitigation steps for all outbound calls regardless of our role in the call chain for a particular call.

We immediately investigate any identified suspicious calls to determine if the caller or upstream provider was attempting to originate or transit unlawful robocalls. If we determine that the traffic was likely unlawful, then we warn them to stop sending such traffic. If they continue to send traffic that appears to be unlawful, then we terminate their service.

STIR/SHAKEN

We have registered with the STI-PA using OCN 029K. We have our own STIR/SHAKEN certificate issued by STI-PA and TransNexus then applies our certificate to our outbound calls that we use when authenticating calls we originate. We have implemented a STIR/SHAKEN solution supplied by TransNexus in order to accomplish this and remain in compliance with FCC regulations.

INFORMATION REGARDING OUR PRINCIPALS, AFFILIATES, SUBSIDIARIES AND PARENT COMPANIES

VoIPConsultants.biz LLC is a limited liability company, based in the State of Illinois. We are located in Palatine, Illinois and our address is 1025 E. Lilly Lane, Palatine, IL 60074. VoIPConsultants.biz LLC has but one member, that being Steven W. Safley, who has owned the company since its inception. Mr. Safley has been in and worked in the telecommunications industry since 1986. As such, we have no other affiliates, subsidiaries, or parent companies. As the sole owner of VoIPConsultants.biz LLC, Mr. Safley manages all facets of the company's operations.