



decibel

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Losh Communications, Inc. d/b/a Decibel

Robocall Mitigation Plan



Introduction

Losh Network Services, Inc., d/b/a Decibel, as a facilities-based voice service provider, is committed to the prevention of unwanted and illegal robocalls. This Robocall Mitigation Plan is designed in accordance with the Federal Communications Commission (FCC) regulations 47 C.F.R. § 64.1200(n)(1) and 47 C.F.R. § 64.6305(a)(2), ©(2), (d)(2)(iii), (e)(2)(iii), and (f)(2)(iii).

Robocall Prevention Measures

Our company has implemented robust measures to prevent the origination of illegal robocall traffic:

1. We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)
2. Contractual Obligations: We mandate all our customers to sign a contract that explicitly prohibits Robocalling.
3. STIR/SHAKEN Guidelines: We adhere to the STIR/Shaken guidelines for signing all calls within our network. We assign an 'A' attestation to calls sending a TN that matches one of the customer's authorized DIDs. Calls to our customers that are forwarded with the originating TN are assigned a 'C' attestation. All calls originating in our network are signed.
4. All inbound calls with a STIR/SHAKEN identity are verified by our upstream provider, VI Communications Services, and results are sent to our switch.
5. Call Limitations: We impose limitations on the number of simultaneous calls any customer can make based on the number of users.
6. Active Call Monitoring: We actively monitor peak call statistics. Any unusual surge in calls originating from our network will trigger an immediate investigation.

Traceback Cooperation

The designated contact person for a traceback request is publicly listed in the RMD.

We are steadfast in our commitment to prevent our network from being used for robocalls. We will respond to all traceback requests from the Commission, law enforcement, and the Industry Traceback Consortium ("ITG") within 24 hours. We will cooperate fully with these entities in investigating and stopping any illegal robocallers. Upon receiving actual written notice of such traffic from the Commission through its Enforcement Bureau, we will take effective steps to mitigate illegal calls and comply with the requirements of such notice, in accordance with the applicable FCC rules (47 C.F.R. § 64.1200(n)(2) and (3)).

Further, all customers must sign an agreement that states:



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"Customer agrees to investigate and respond fully and within 24 hours (or sooner if requested) to all traceback requests from and/or efforts of Decibel, any governmental, regulatory, or law enforcement agency, including without limitation the FCC, Federal Trade Commission, Department of Justice, criminal or civil law enforcement, and/or the Industry Traceback Group ("ITG"), and cooperate with such entities in investigating and promptly stopping any illegal robocallers that use Customer's Services."

Moving Forward

We will continue to follow guidelines and mandates presented by the FCC to ensure the validity of originating traffic.

