



Robocall Mitigation Plan

Infobip, Inc. is a foreign service provider based in Croatia. Infobip, Inc. does not terminate traffic directly to the United States; all traffic Infobip, Inc. sends for termination in the United States is routed through its affiliate Infobip Voice, Inc. Infobip, Inc. relies on Infobip Voice, Inc.'s Robocall Mitigation Plan for combatting illegal robocalling into the United States. The Infobip Voice, Inc. robocall mitigation plan is available for review and download in the Federal Communications Commission's Robocall Mitigation Database under filing number RMD0001419.

Pursuant to 47 CFR 64.6304(b), Infobip, Inc. is exempt from the requirement in 47 CFR 64.6301. However, the traffic Infobip, Inc. sends to the United States will be STIR/SHAKEN compliant as it will be routed to Infobip Voice, Inc. which has completed STIR/SHAKEN implementation.

Infobip, Inc. monitors network traffic to identify potential illegal robocalling/fraud, including reviewing high traffic volumes, bursts, and low call completion/duration rates. Once suspected traffic has been identified, Infobip, Inc. will collaborate with customers and upstream providers to determine the legitimacy of the traffic.

Infobip, Inc. is fully committed to responding promptly to all traceback requests from the FCC, law enforcement, upstream transit providers, and authorized traceback organizations within 24 hours in investigating and stopping any illegal robocalling and spam traffic.

Carriage of illegal robocalling and spam traffic is strictly prohibited. Infobip, Inc. has processes to identify and validate new customers in line with industry best practices.

If fraudulent traffic is identified, Infobip, Inc. will suspend and block immediately the customer/carrier originating the suspicious traffic. Infobip, Inc. is constantly working on improving the processes, education, and tools that can help to prevent and/or detect any kind of fraudulent and illegal robocalling traffic and will implement such measures and procedures as they are developed.

To further ensure that Infobip, Inc. is not utilized for unwanted and illegal robocalls, Infobip, Inc. provides the following name, title, department, business address, telephone number, and email address of the individual who handles robocall mitigation-related issues as well as responds to traceback inquiries from the FCC, ITG, and law enforcement agencies:

Contact Name:	Virginia Bodyfelt
Contact Title:	Director, Regulatory Affairs
Contact City:	Chicago
Contact State and Zip Code:	Illinois, 60607
Contact Telephone Number:	(312) 506-0933
Contact Email:	VoiceRegulatory@infobip.com