



Robocall Mitigation Program

Revised 4/26/2024

EagleZip.com LLC (EagleZip.com) has implemented the following measures to prevent illegal robocalls from originating from our voice network:

- All voice subscribers are local customers who have service physically installed and verified by EagleZip.com technicians at the time service is established.
- All voice subscribers are assigned a limited number of concurrent call paths based on verified usage needs. Residential subscribers are all limited to a single call path.
- No calls can be originated from our network without username and password authentication.
- Outgoing calls may only use the Caller ID name and number of the authenticated account through which the call originated.
- Suspicious or unusual usage patterns are logged and investigated to detect possible illegal robocalls or other fraudulent calling.
- All incoming and outgoing calls are routed through a single upstream gateway provider, Sangoma (formerly VOIP Innovations). No incoming calls are accepted from any other source.

Any suspected or reported incidents of illegal robocalls will be investigated promptly. If it is determined that an illegal robocall was in fact originated from our network, the offending account will be suspended until the issue can be resolved. If the issue cannot be resolved agreeably the offending account will be terminated.

EagleZip.com agrees to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls. Traceback requests should be emailed to support@eaglezip.com as well as called into our office at 716-661-3183 to ensure a prompt response.

EagleZip.com has fully implemented STIR/SHAKEN call signing via our upstream gateway provider Sangoma (previously VOIP Innovations).