

Robocall Mitigation Plan

Company Name: VoIP Ease, LLC

FCC FRN: 0025095019

Business Address: 400 Columbia Dr, Suite 105, West Palm Beach, FL 33409

1. Company Overview

VoIP Ease, LLC provides direct voice services to end-users in the United States. We do not sell wholesale SIP trunks or allow uncontrolled origination. All services are provisioned via secured IP phones and managed extensions, with strict internal policies to prevent robocalling or abuse. We are fully compliant with the STIR/SHAKEN caller ID authentication framework across our IP-based network.

2. STIR/SHAKEN Implementation

- All calls originating on our IP network are signed using STIR/SHAKEN.
- Only whitelisted IPs are permitted to send authenticated calls into our network.
- Caller ID attestation:
 - Full Attestation (A): For calls using customer-assigned Caller IDs verified through KYC.
 - Partial Attestation (B): For forwarded calls or calls using numbers not directly assigned by us.
- Caller ID spoofing is prohibited; only authorized numbers are permitted.
- All calls are verified for compliance with 47 CFR § 64.6301(a)(1) and (2).

2.1 Next Hop Carrier

All outbound calls from VoIP Ease, LLC are handed off to our next hop carriers, Voip Innovations, Telnyx, Bandwidth, Commio, for delivery. We maintain an authenticated relationship with this provider to ensure STIR/SHAKEN integrity is preserved through the call path. These partners are trusted intermediate providers that also comply with FCC robocall mitigation and STIR/SHAKEN requirements.

3. Robocall Mitigation Program

3.1 Customer Vetting (KYC)

We follow the caller ID authentication best practices for vetting caller identity and operational legitimacy for new and existing customers as described by the NANC Call Authentication Trust Anchor Working Group.

This process includes the collection and review of entity-identifying information to confirm that we have an authenticated relationship with the customer. We use this authenticated information to determine whether the customer is subject to any enforcement actions that restrict the type of calling that they may do, for example, if they have been banned from initiating telemarketing calls.

We also validate, when possible, that the entity has a legitimate right to use its asserted calling numbers. We use this information to support the attestation level we assign to calls that we originate for that customer.

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.

3.2 Access Control

- No SIP trunks are offered. Customers use only IP phones and pre-configured extensions.
- All extensions are auto-provisioned, so credentials are never directly shared.
- Third-party dialer registration is not possible.
- Administrative access is limited, with read-only permissions restricted to essential configuration data.

3.3 Call Restrictions & Monitoring

- Each extension is restricted to a maximum of 3–4 simultaneous calls. Exceeding this triggers alerts to the NOC.
- Cost Limits: Per-client, per-extension, daily and monthly limits are enforced. Crossing thresholds automatically blocks the extension and customer account.
- Geo-filtering: Calls are permitted only to authorized countries.
- Time-based Monitoring: Calls placed outside defined business hours trigger alarms and NOC review.

3.4 Traffic Pattern Analysis

- All Call Detail Records (CDRs) are reviewed daily and weekly by the NOC team.
- Suspicious traffic patterns (e.g., short-duration spikes, unusual destinations) are flagged for investigation.
- Logs are retained in a secured database with backup for audit purposes.

3.5 Caller ID Control

- Caller ID spoofing is strictly prohibited.
- Only verified Caller IDs assigned to clients are permitted.
- On forwarded calls, Caller IDs not belonging to our system are attested at B-level.

3.6 Operational Monitoring

- A dedicated Network Operations Center (NOC) actively monitors alerts, traffic patterns, and anomalies.
- Any abnormality is escalated to the Chief Operating Officer for immediate response.

4. Traceback Cooperation

VoIP Ease, LLC fully cooperates with the Industry Traceback Group (ITG) and law enforcement. We commit to:

- Responding to all traceback requests within 24 hours.
- Providing accurate records to assist in investigations.

- Taking immediate corrective action against any customer found to engage in unlawful robocalling.

5. Enforcement History

VoIP Ease, LLC was removed from the Robocall Mitigation Database (RMD) on August 25, 2025, due to deficiencies in our original filing and Robocall Mitigation Plan. We failed to respond to FCC notices because the designated point of contact had transitioned to a different role within the company, and the RMD contact information was not updated accordingly. As a result, critical FCC communications were not routed to the appropriate personnel.

These deficiencies have since been fully addressed. We have updated our certification, submitted a revised Robocall Mitigation Plan, and corrected our FCC contact information to ensure compliance and timely communication going forward. We have requested reinstatement and were provisionally reinstated on August 29, 2025, pending final approval.

6. Contact for Robocall Mitigation Issues

Name: Joanna Albani

Title: Chief Operating Officer

Address: 400 Columbia Dr, Suite 105, West Palm Beach, FL 33409

Phone: 561-500-8647

Email: jalbani@callsprout.com

7. Commitment to Compliance

We are fully STIR/SHAKEN compliant, operate only on IP-based infrastructure, and maintain strict robocall mitigation procedures. We commit to keeping this plan up to date, monitoring our compliance program regularly, and filing timely updates with the FCC's Robocall Mitigation Database as required.

- STIR/SHAKEN certificates are issued by Telonium, our designated STI Certificate Authority (STI-CA). We use OCN 850K.

Principal and Ownership Structure:

- VoIP Ease, LLC is a privately held company based in West Palm Beach, Florida.
- Principal and Managing Member: Eric Bucher

Subsidiaries and Affiliates:

- VoIP Ease, LLC operates under the trade name CallSprout.
- No additional subsidiaries or affiliate companies are associated at this time.