

VOIPiER Robocall Mitigation Plan

Know Your Customer

Our customers agree and commit to our Terms of Service which prohibit:

- Using our services to engage in any activities that are illegal, abusive, false, fraudulent, deceptive or misleading.
- Using our services to engage in any activities that exploits, harms, or threatens to harm anyone.
- Engaging in any unsolicited advertising, marketing, or other unlawful activities using services that violate laws applicable to advertising, electronic communications, and telemarketing.
- Using our services in any way that fails to conform to any applicable industry guidelines and standards, including, without limitation, the CTIA Messaging Principles and Best Practices.

SIP Configuration

Our customers have no access or control of Caller ID. We only permit genuine Caller ID for call origination. Our service runs through vendors that are using the STIR/SHAKEN protocols and our inbound/outbound service provider is registered in the Robocall Mitigation database.

Network Monitoring

We continuously monitor our networks for mass calling events to address and mitigate outbound fraudulent calling. If a calling pattern consistent with illegal robocalls is detected, we will identify the party placing such traffic and take appropriate action. This may include, but not limited to, verifying the subscriber who owns or is authorized to use the Caller ID number, initiating a traceback investigation, and suspending or terminating the party's ability to originate calls on our network.

Commitment to Cooperation

We commit to take all such reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and to cooperate with such entities investigating and stopping any illegal robocallers use of its service to originate calls.