



ZipDX LLC
Robocall Mitigation Plan
4-Feb 2024

ZipDX is not a Voice Service Provider. We appear in the 499A database because we are required to contribute to USF to the extent we operate as an Audio Bridge Service.

ZipDX only originates telephone calls to connect called parties to multi-party meetings. ZipDX does not offer other voice or messaging telecommunications services to other providers or to end-users. We do not offer SIP trunking. We do not permit customers to specify caller-ID values on a call-by-call basis. We do not offer or support short-duration, high-velocity, or call center calling.

We vet our customers to understand their business needs and their planned use of our platform. We speak to prospects by phone before activating service. We insist that customers provide to us the physical address of the primary contact (not just an agent or PO box address).

Our terms of service prohibit abuse. Should it come to our attention that a customer is abusing our service, we will terminate them on the first infraction.

We sign our calls with our own STIR/SHAKEN token.

Were we to receive a traceback request, we would respond within one business day (24 hours), despite not being a Voice Service Provider.

More specifically:

We take reasonable steps (above) to avoid originating illegal robocall traffic and commit to respond fully and within 24 hours 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 our service to originate calls.

We also certify that any prior certification has not been removed by Commission action and we have not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that we have fully implemented the STIR/SHAKEN authentication framework across our entire network and all calls we originate are compliant with 47 CFR § 64.6301(a)(1) and (2).