

April 18th , 2024
ROBOCALL MITIGATION PLAN
1-VoIP Enhanced Services, LLC
80 E. 5th St.
Suite 200
Edmond, OK 73034

ROBOCALL MITIGATION PROGRAM

All the voice traffic that originates on our network is subject to the program described below.

The outbound traffic is currently being processed with STIR / SHAKEN headers on it along with being checked by our own in house software for other factors we search that might deem it suspicious and / or fraudulent. This software constantly monitors all active calls in process as well and failed call attempts for multiple fraud call patterns including same source number, same destination number, amount of call attempts in a predefined time period along with other proprietary systems that look for patterns and behaviors that fraud and robocall offenders utilize. In the case of any of these we immediately get in touch with the offenders to find out what the nature of the call patterns are and then are able to make sure they are not robocallers or fraud. We respond to all traceback requests from the Commission, law enforcement and the registered traceback consortium and cooperate with such entities in investigating and blocking any unlawful robocallers that use our service to originate calls. We also are constantly monitoring new accounts that are built for signs that they may be planning to make fraudulent robocalls and then began an investigation into the account and if the risks are high and the account holders do not respond to our inquiries in a timely manner we shut off the account in question.