

Lingo Voice Robocall mitigation plan

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To whom it may concern,

RE: Robocall Mitigation Database filing – Sept 23 2021

Lingo Voice based in San Jose, Costa Rica (hereafter “LingoVoice”) submits this Robocall Mitigation Plan to the Federal Communications Commission (“FCC”). LingoVoice complies with efforts to avoid originating illegal robocalls, demonstrates a commitment to respond to traceback requests to cooperate with investigating and stopping illegal robocalls.

Know Your Customer - LingoVoice deals directly with Small/Medium business entities. LingoVoice has stopped offering an automated signup process. Customers are vetted by calling back their contact number and establishing their identity and physical business address as well as business bank account details. Customers are only allowed to use the LingoVoice platform with their own unique IP address authentication.

Traceback – We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

Robocall Mitigation Program – LingoVoice monitors outbound communications in real time to identify and mitigate fraudulent and/or illegal calling patterns. When AVT identifies potential fraudulent or suspicious call patterns it will (1) Block or reject further call initiation (2) Blacklist the originating ANI so calls will not traverse that originate with the abused ANI (3) Tracing the call to the initiated customer (4) Reporting and possibly black listing abusive customer with our underlying US carrier partners (5) Requiring the customer to explain the cause of said irregular traffic (6) Taking action to suspension or terminate service agreement on violations of our acceptable use policy, which customer signs and agrees to abide by before turn up of service to customer.

LingoVoice is a small voice service provider and is exempt from full implementation of STIR/SHAKEN through June 30, 2023

§ 64.6304 Extension of implementation deadline.

(a) Small voice service providers.

(1) Small voice service providers are exempt from the requirements of § 64.6301 through June 30, 2023.

(2) For purposes of this paragraph (a), “small voice service provider” means a provider that has 100,000 or fewer voice service subscriber lines (counting the total of all business and residential fixed subscriber lines and mobile phones and aggregated over all of the provider's affiliates).

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