

Robocall Mitigation Plan

About Gavia Online Marketing and Advertising Inc.

Gavia Online Marketing and Advertising Inc ("Gavia Marketing") is an innovative marketing solution provider that offers tailored solutions that often require the use of voice products as a retail provider.

We do not knowingly engage with customers whose business involves originating Robocall traffic. We take the issue of robocalling and the protection of customers from unwanted and illegitimate callers seriously.

Know Your Customer

Gavia Marketing will follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group.

(<https://docs.fcc.gov/public/attachments/DOC367133A1.pdf>)

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 robocalls originated by our clients.

STIR/SHAKEN Extensions

As a small voice service provider serving fewer than 100,000 voice service subscribers and therefore eligible for, we take the STIR/SHAKEN implementation extension received under 47 CFR § 64.6304. All of the voice traffic we originate in our voice network is authenticated with STIR/SHAKEN via our underlying origination providers.

We only serve as a retail provider for direct customers who contract with Us. All voice traffic that originates on our network is subject to the robocall mitigation program described below.

Robocall Mitigation Program

We will use various methodologies and solutions to monitor our outgoing voice traffic to prevent the origination of illegal robocalls. We will block suspected numbers, suspicious traffic via different traffic monitoring alerts and CDR reports.

We will immediately investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If we determine that the caller was trying to initiate illegal robocalls, we either warn them to stop, block the calling and/or terminate their service.