



ROBOCALL MITIGATION PLAN

September 27th, 2021

VoIP Tel has not fully completed or implemented STIR/SHAKEN, and does have robocall mitigation features in place. Under Section 64.6304, being a small Voice Carrier, VoIP Tel has an extension until June 30th, 2023 to complete implementation, as it has fewer than 100,000 subscribers.

Robocall Mitigation: On outbound calls, VoIP Tel acts aggressively to prevent Robocalls.

- VoIP Tel is a reseller of VoIP/DID Services from major Service Provider who has implemented STIR/SHAKEN mitigation plan
- VoIP Tel directly limits the number of concurrent calls that any user or organization can make.
- VoIP Tel doesn't allow modification of Outbound Caller ID by its user
- VoIP Tel periodically monitors its Outbound Callers of use/abuse of Caller IDs
- VoIP Tel doesn't sell its services to Outbound "Sales Oriented" Callers/Call Center customers.
- Majority of Outbound Calls or originated by Calling Card users to reach their remote families or SMB users providing services to their existing customers
- VoIP Tel follows "Know Your Customer" to prevent any mis-use. Customers are not allowed to "Resell" our services to prevent Robocalls.

Traceback:

VoIP Tel will gladly and aggressively respond to any traceback request from FCC, Law Enforcement Agency or Industry Consortiums, and will work to eliminate and block all such calls.