

Robocall Mitigation Plan – Data Information Management LLC

1. Company Overview

Data Information Management LLC is a facilities-based VoIP provider offering Local network/voice services to business customers. The company does **not knowingly originate illegal robocalls** and maintains controls to prevent the origination and transmission of unlawful traffic.

2. STIR/SHAKEN Status

Data Information Management LLC has **implemented STIR/SHAKEN** on its network.

3. Traffic Monitoring & Detection

Data Information Management LLC employs **reasonable traffic monitoring practices**.

4. Customer Vetting & Onboarding Controls

Prior to enabling outbound calling, Data Information Management:

- Collects and verifies:
 - Legal business name
 - Physical address
 - Contact person and valid email
 - Intended use of voice services
 - Prohibits:
 - Illegal robocalls
 - Spoofed or unauthorized caller ID
 - Unsolicited mass calling without consent
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5. Enforcement & Remediation

When suspicious or illegal traffic is detected, Data Information Management will:

1. **Investigate promptly**
 2. **Notify the customer** and request explanation
 3. **Throttle, suspend, or terminate** service if warranted
 4. Cooperate with:
 - Upstream carriers
 - Industry traceback groups
 - Law enforcement or regulators upon lawful request
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6. Traceback Cooperation

Data Information Management commits to **timely cooperation with traceback requests**, including:

- Responding to requests from the Industry Traceback Group (ITG)
 - Providing call detail records (CDRs) when legally permissible
 - Identifying upstream/downstream providers involved in suspect traffic
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7. Recordkeeping

Records are retained for a **reasonable period** consistent with company size and regulatory expectations.

8. Ongoing Review

This Robocall Mitigation Plan is **reviewed periodically** and updated as necessary to reflect:

- Regulatory changes
 - Network growth
 - New robocall threats or abuse patterns
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