



Robocall Mitigation Plan

This robocall mitigation plan is for VOIP Extension, Inc. with headquarters at 2386 Clower Street, Suite C-103, Snellville, GA 30078.

We perform the following roles in the call chain:

- A voice service provider with a STIR/SHAKEN implementation obligation serving end-users.
- Our downstream carrier is VoIP Innovations.

We are a reseller on Bicom Systems SAS (RMD0011202) and have implemented STIR/SHAKEN on our partition. Bicom has implemented STIR/SHAKEN protocols in their IP Voice networks.

We have not been prohibited from filing a certification in the Robocall Mitigation Database.

VoIP Extension, Inc. nor any of our executives or principals have a history of enforcement actions for illegal robocalls, TCPA or TSR violations or related state law violations.

We use the affirmative and effective measures detailed below to prevent the origination or transit of illegal robocalls.

Know Your Customer

We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Traceback

We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium within 24 hours and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

STIR/SHAKEN Extensions

We have completed STIR/SHAKEN implementation on our partition of the Bicom hosted platform.

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

Robocall Mitigation Program

We monitor our outbound voice traffic in real time to prevent the origination of illegal robocalls. Combining behavioral analytics, caller authentication and verification, our solution features:

- **Fraud Detection:** Detection of high volume robocalling, spoofing and spam call activity.
- **Subscriber Notification:** Caller ID Name override to warn subscribers of suspicious calls.

- **Call Blocking Support:** Accurate identification enabling you to block fraudulent phone calls as per the TRACED Act (2019)
- **Business Number Verification:** Register legitimate business numbers to prevent unintentional call blocking.
- **Caller ID Name Service:** Easy integration of Caller ID name lookup service, including robocall mitigation with override to include original caller ID even when call is determined fraudulent.

We have registered with the STI-PA using OCN 697K. We have our own STIR/SHAKEN certificate issued by the Telonium (STI-CA) that we use when authenticating calls we originate.

In addition, we have implemented a Call Abuse Policy and have published the following policy to our web site, terms of use, and have notified our customers of the policy as copied below:

*“Any call originated on the **Voip Extension, Inc.** network is subject to inspection and investigation if the call is suspected of being fraudulent, abusive, or illegal. Calls meeting any of these criteria will be blocked. If these conditions are repeated, becoming excessive, the subscriber may be disconnected from **Voip Extension, Inc.** network, may be subject to further investigation by the FCC for enforcement of the TRACED Act and the subscriber may be subject to fines and penalties imposed by the FCC or the jurisdictional court.”*