

Tidepool Networks, LLC

Robocall Mitigation Plan

Effective Date: August 10, 2026

Tidepool Networks, LLC (“Tidepool” or “Company”) is a small U.S.-based provider of hosted VoIP services. Tidepool currently serves a very limited number of known business customers (approximately three active tenants) in addition to its own internal use. All customers are personally known to the owner.

1. Know Your Customer (KYC) Practices

Tidepool only activates service for customers whose identity and business purpose are known to the Company. New customers are required to provide business name, contact information, and intended use of the service. Tidepool does not offer service to anonymous or high-volume outbound dialing customers. Ongoing relationships are monitored by the owner.

2. Traffic Monitoring and Blocking

Tidepool monitors voice traffic for anomalous patterns. The Company maintains Fail2Ban IDS/IPS tightly integrated with its Asterisk SIP stack to automatically block brute-force and abusive IP addresses. Any customer determined to be using the service for illegal robocalling will have service immediately suspended or terminated. Tidepool logs and reviews traffic as needed to maintain compliance.

3. Traceback Commitment

Tidepool commits to respond fully and in a timely manner to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG). Tidepool will cooperate in investigating and stopping any illegal robocall activity that may originate on its network.

4. Scope

All voice calls originating from Tidepool’s network are subject to this robocall mitigation program.