

VolPtastic, LLC Robocall Mitigation Plan

Introduction

This document details the reasonable steps and actions taken by VolPtastic, LLC ("VolPtastic") to mitigate and eliminate illegal robocalling. VolPtastic has an ongoing commitment to help alleviate illegal robocalling by pre-qualifying prospective customers, monitoring existing customers for traffic patterns indicative of prohibited robocalls, and working with other providers and regulatory agencies in combating fraudulent voice activity.

All VolPtastic service is provided via infrastructure provided, managed and operated by White Label Communications, LLC ("White Label") (FRN 0021336482). VolPtastic customers are directly connected to White Label infrastructure. In consideration of this topography, the majority of VolPtastic's Robocall Mitigation is a function of the White Label infrastructure and will so referenced in this document.

Know Your Upstream Vendor

White Label has master service agreements with Bandwidth.com, Inteliquent, Telnyx, Peerless Networks, Level 3 / Lumen, VoIP Innovations, and ThinQ and has received written assurances from their officials that it has and will continue to sign calls submitted White Label (and subsequently to VolPtastic customers) and will abide by the FCC's STIR/SHAKEN and robocall mitigation rules in all respects when providing voice services to VolPtastic. White Label and its upstream providers have agreed to work together diligently to mitigate all illegal robocalls, including cooperating fully when receiving traceback requests.

Know Your Customer

VolPtastic's business model focuses on retail selling to the hospitality industry of services provided by White Label. Our clientele primarily consists of hotel and motel establishments.

Service is provided via SIP trunking and VolPtastic manages the service and support of the customer's PBX system. As part of that PBX management VolPtastic is able to restrict dialing patterns and caller ID characteristics in an effort to mitigate fraudulent calls.

VolPtastic monitors the call patterns and volumes of each customer via PBX access. In the event of a customer known to act improperly or otherwise be involved in fraudulent robocalling will cause their companies to be rejected by VolPtastic as a customer and any existing customer relationships could potentially be severed.

Traceback Requests

VolPtastic is committed and will respond fully within 24 hours to all Traceback Requests from the FCC, law enforcement agencies, and the industry traceback consortium and vows to cooperate with these agencies in investigating and stopping any illegal robocallers that use our service to make calls. VolPtastic will devote sufficient resources to provide prompt and complete information to traceback requests. Our points of contact to handle all traceback requests is:

Eric Jay Lemmons

President

Jay@TechnologyAtWork.net

Support Team

Support@VolPtastic.com

Our support team manager or one of our admins receive the requests and respond promptly.

Telephone Numbers

Customers are required to supply an up-to-date customer invoice, specifically one that details the

phone numbers under their ownership at the time of porting those numbers. This invoice should be no older than 60 days. Furthermore, to proceed, the customer must execute a Letter of Agency (LOA), which serves as a formal certification of their ownership of the telephone numbers intended for porting to the VolPtastic platform.

International Calling

VolPtastic is not an international voice services provider.

Call Analytics

VolPtastic relies on our upstream vendor and/or their third-party vendors to determine if originating calls should be blocked based on call analytics practices.

STIR/SHAKEN

VoIPtastic's infrastructure provider, White Label Communications provides complete STIR/SHAKEN services. All VoIPtastic customers are directly connected with infrastructure provided by White Label Communications.

Ongoing Robocall Mitigation

Our infrastructure, provide by White Label, strictly prohibits customers from spoofing telephone numbers for outbound calls.

VoIPtastic customers are required to have ownership of the telephone numbers that appear on the outbound caller ID. Whit Label, our infrastructure provider has partnered with reputable origination carriers, including Bandwidth.com, Inteliquent, Peerless, and others, to maintain the integrity of our services. A critical condition for White Label when choosing carrier partners is their inclusion in the robocall mitigation database and their full compliance with all associated regulations. This ensures the highest standards of call authenticity and security for our users.

VoIPtastic Contact for Robocall Mitigation-Related Issues

Please direct any questions related to Robocall Mitigation issues to:

Eric Jay Lemmons
President

Jay@TechnologyAtWork.net