

Dunlap Printing LTD. dba “Dunlap Business Services”

Robocall Mitigation Plan

04/15/24

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Dunlap Business Services reaffirms its commitment to adhering to the robocall mitigation rules set forth by the Federal Communications Commission and to maintaining the integrity of our voice services.

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As Dunlap Business Services has fewer than 100,000 voice subscriber lines, we are eligible for and are taking STIR/SHAKEN implementation extension received under 47 CFR § 64.6304.

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In alignment with these regulations, Dunlap Business Services has implemented its own robust robocall mitigation plan. This plan restricts customers to utilizing only telephone numbers associated with their accounts. Our vetting process includes a thorough evaluation of the business use case to ensure alignment with our policies. Lastly, we actively monitor network flow to ensure our network is not being used to initiate illegal robocalls.

Know your Customer- Dunlap Business Services maintains close, in-person relationships with all its customers, primarily residential and small businesses, few of which can generate high volume traffic associated with robocalls. Additionally, we have added to our Terms of Service the use of any robocalling applications or any other software that automates mass dialing is strictly prohibited and will result in immediate account suspension.

Outbound DID Restrictions- Dunlap Business Services does not allow the initiation of any phone call using telephone numbers the customer or we do not own thereby preventing unauthorized usage and reducing the potential for misuse. Any attempts to circumvent our restrictions will result in immediate account suspension.

Network Monitoring- Dunlap Business Services, as a part of our vetting process, collects information about each customer’s physical location and the ISP at each physical location to build a profile of IP addresses their traffic will be coming from. Deviation from this pattern results in a review to ensure they are adhering to our terms of service and guarantee the security of our network.

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Furthermore, Dunlap Business Services pledges to fully cooperate with all traceback requests from the FCC, law enforcement agencies, and registered traceback consortium. We recognize the importance of swift and effective action in investigating and combating illegal robocallers, and we are committed to providing full support to any entities engaged in such efforts.

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Dunlap Business Services remains steadfast in its dedication to promoting a secure and trustworthy telecommunications environment. We will continue to implement measures to combat robocalls and adhere to regulatory compliance.