

Robocall Mitigation Plan

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Expanding Advocacy

1. Introduction

This Robocall Mitigation Plan (RMP) is being provided pursuant to the TRACED Act and the rules adopted by the Commission requiring voice service providers to implement STIR/SHAKEN caller ID authentication technology in the Internet Protocol portions of their networks.

Universe Digital Inc is primarily a SAAS CRM platform for political organizers, and a small portion of our service is dedicated to providing VOIP services. Our underlying provider is Bandwidth Inc who currently is implementing STIR/SHAKEN and will sign all unsigned calls originating from their network. Universe Digital Inc receives all its ANIs from Bandwidth Inc and does not pass any other ANIs to Bandwidth, so all ANIs are originated from Bandwidth and they are signed with attestation level A. Because Universe Digital Inc will not pass unknown ANIs to Bandwidth, there is no need for further attestation.

2. We Know Our Customers

Universe Digital Inc currently has an agreement on file for each one of its customers which includes Name, Address, Email, Contact Telephone Number, and signature. All accounts are configured by our customer service team and authenticated by our system prior to allowing outgoing or incoming calls.

3. Telephone Number Validation:

Universe Digital Inc provides the customer with a number that it acquires through its vendor Bandwidth Inc. If a customer ports a number, Bandwidth Inc will bring that number under its database and attest to the number with attestation level A.

4. Monitoring

Monitoring of the network is done at our originating providers network. They utilize monitors, metrics, and ratios of failure types, quantity, calls per second, and ANIs originating from multiple sources and complete rates to detect behavior consistent with robocalling.

5. Traceback and Activity Support

Universe Digital Inc can view detailed logs and also has vendor support to investigate further to assist with tracebacks.

6. Blocking

Universe Digital Inc. relies on its vendors to block offensive ANIs; however, if a specific customer requests a block, we have the capability to block the number.

7. Acceptable Use Policy

Universe Digital Inc AUP requires the responsible use of our networks, systems, services, and websites by our customers which allows us to provide our customers with secure, reliable and productive services.

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