

Robocall Mitigation Plan

VOICE1 LLC
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Overview

VOICE1 LLC Provides SIP Origination and Termination services for business customers only. VOICE1 LLC utilizes other upstream providers to facilitate and provide VoIP services to our customers. VOICE1 acts as a reseller of other upstream providers and gateway operators. As such VOICE1 LLC complies with our upstream providers, and extends those requirements to our customers.

VOICE1 LLC operates under OCN 265K.

Know Your Customer

VOICE1 LLC requires all existing and prospective customers to fill-out a know your customer form that includes proof of business registration, verification of account holders by photo ID, and manual verification of business with the respective secretary of state public records.

STIR/SHAKEN Implementation

VOICE1 LLC has fully implemented the STIR/SHAKEN protocol for our entire network. We utilize STIR/SHAKEN provided by SignalWire solutions. We only allow Caller ID's used that are assigned to customers on their VOICE1 LLC account. Attempts to pass unauthorized caller ID will result in rejected outbound calls.

Robocall Mitigation Plan (Extended)

VOICE1 LLC in addition to meeting existing obligations imposed by our upstream providers to take affirmative, effective measures to prevent originating unlawful calls by implementing the following actions:

- VOICE1 LLC only provides services to Business customers.
- Strong KYC evaluations of all existing and new clients
- Strict whitelisting of customers IP addresses.
- Manual review & verification of any existing and new prospect.
 - Prospective Customers are not able to utilize service until verification has been completed.
 - Business website.
 - Uptodate filings with the respective secretary of state.
 - Address verification.
 - Verification with USPS Address verification tool
 - Verification with Google Maps
- Website verification / matching address

- Length of domain ownership
- Require all businesses to use business domain email. (gmail, yahoo, etc. are automatically rejected).
- Require customers to describe business/product/service as part of KYC.
- Identify if customer will have remote workers
 - Strict IP whitelisting required for all remote workers as well.
- Express forbiddance of dialers to operate on our network.
 - Manual and automated review of CDR records and SIP origination traffic to identify call traffic.
 - Evaluation of number of concurrent calls per second.
 - Evaluation of short duration calls.
 - Evaluation of call initiation frequency.
 - If it is determined that a client is likely creating a call using a dialer, mediation efforts and review will be conducted with the customer. If it is determined that the customer is participating in unlawful actions their account will be suspended immediately.
 - Require call customers to confirm that they comply with the national DNC.
 - Require customers operating in call center operations to implement Opt-Out functionality.
 - We do not allow alternative Caller ID's. All presented numbers must be acquired or ported into the VOICE1 LLC network.
- VOICE1 LLC continuously monitors calling patterns in and out of our network to identify fraudulent traffic, including robocalling, traffic pumping, and international toll fraud.

VOICE1 LLC only accepts off network traffic for termination that are listed in the Robocall Mitigation Database.

VOICE1 LLC uses a combination of internal and third-party tools to check for Do Not Originate (DNO) numbers.

VOICE1 LLC requires by contract that all users of its services comply with applicable laws prohibiting illegal robocalling and providing for blocking/or termination of services for those that breach such provisions.

VOICE1 LLC commits to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium.