

Robocall Mitigation Plan

Company Name: US MIBN INC

Date: 12/26/2024

1. Introduction This Robocall Mitigation Plan outlines the measures MIBN, a provider of VoIP services for end users, implements to prevent and mitigate unlawful robocalls originating from our network. MIBN is committed to compliance with the Federal Communications Commission (FCC) regulations and the requirements set forth in the TRACED Act.

2. Network Overview MIBN partners with VoIP.ms as our upstream provider for voice services. Our network primarily serves end users with VoIP solutions, including hosted PBX, SIP trunking, and direct inbound/outbound calling services.

3. Robocall Mitigation Strategies

3.1 Call Authentication Using STIR/SHAKEN

- MIBN ensures all traffic originating from our network is authenticated using STIR/SHAKEN standards.
- Calls are tagged with attestation levels (A, B, or C) based on the verification level of the originating caller ID.
- Collaborate with VoIP.ms to ensure seamless implementation of STIR/SHAKEN across the network.

3.2 Traffic Monitoring and Analytics

- Deploy advanced analytics tools to monitor call patterns for suspicious activity, including high call volumes and short-duration calls.
- Flag and investigate anomalous traffic indicative of potential robocalls.
- Maintain a database of known robocall patterns and integrate with third-party databases to block high-risk traffic.
- **Business Number Verification:** Register legitimate business numbers to prevent unintentional call blocking.

3.3 Customer Onboarding and Verification (Know Your Customer)

- Implement stringent customer onboarding procedures, including identity verification and validation of legitimate business purposes for high-volume call users.
- We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group.
(<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)
- Conduct periodic reviews of customer accounts to ensure continued compliance with terms of service.

3.4 Real-Time Call Blocking

- Utilize automated systems to block calls from invalid, unallocated, or known robocall numbers.
- Update blocklists regularly using data from government and industry sources, including the FCC's Robocall Mitigation Database.
- In addition, we have implemented a Call Abuse Policy that includes: *"Any call originated on the MIBN network is subject to inspection and investigation if the call is suspected of being fraudulent, abusive, or illegal. Calls meeting any of these criteria will be blocked. If these conditions are repeated, becoming excessive, the subscriber may be disconnected from the MIBN network, may be subject to further investigation by the FCC for enforcement of the TRACED Act and the subscriber may be subject to fines and penalties imposed by the FCC or the jurisdictional court."*

3.5 Complaint and Feedback Mechanism

- Establish a dedicated helpline and email address for reporting robocall complaints.
- Investigate and resolve all complaints promptly.
- Use feedback to refine and enhance mitigation strategies.

4. Coordination with Upstream Partner (VoIP.ms)

- Work closely with VoIP.ms to ensure consistent implementation of robocall mitigation measures.
- Share data and insights on suspected robocalls and collaborate on identifying and blocking unlawful traffic.
- Ensure VoIP.ms complies with STIR/SHAKEN and other regulatory requirements.

5. Reporting and Compliance

- Register MIBN's Robocall Mitigation Plan with the FCC's Robocall Mitigation Database.
- Provide periodic updates to the FCC as required.
- Maintain documentation of all mitigation efforts and traffic analysis for regulatory audits.

6. Traceback Requirements

We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

7 . Training and Awareness

- Provide regular training for staff on robocall mitigation techniques and regulatory compliance.
- Raise awareness among customers about robocall scams and encourage them to report suspicious calls.

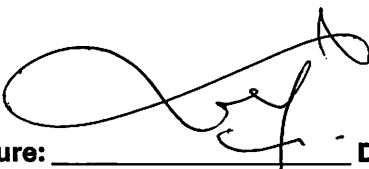
8. Continuous Improvement

- Review and update the Robocall Mitigation Plan annually or as regulatory requirements evolve.
- Incorporate new technologies and best practices to enhance mitigation efforts.

9. Contact Information For inquiries regarding this Robocall Mitigation Plan, please contact:

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10. Certification I, Saleem Zafar, certify that US MIBN INC. has implemented the measures described in this plan to prevent and mitigate unlawful robocalls and is in compliance with FCC requirements.


Signature: _____ **Date:** 12/26/2024