



Robocall Mitigation Plan

March 2024

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 file a Robocall Mitigation Plan within the Robocall Mitigation Database.

Mav does not appear to meet the definition of a voice service provider—and reserves its position that it is not a VSP—in an abundance of caution, and without admission, it hereby submits its RMP.

Mav uses Bandwidth as its intermediate provider. As such, all calls are automatically signed with full or “A” attestation. This satisfies the STIR/SHAKEN requirement.

Acceptable Use Policy (AUP)

Mav’s AUP requires the responsible and legal use of our software and systems by our Customers. All Customers are required to comply with all applicable laws and regulations in the use of the Mav service, including the TSR, TCPA and related telecommunication regulations.

We Know Our Customers

In addition to reviewing and confirming business information such as taxpayer identification, incorporation details, management team, etc. Our team does the best to its abilities to clearly understand the nature of our Customers’ business. Mav reviews Customer opt-in methods and assures opt-out methods are clear and easily understood.

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Mav Will Take Steps to Discipline/Terminate Customers That Are in Violation of the Law

Mav also reviews potential Customers to ensure they understand and agree to adhere to TCPA laws and are aligned with the CTIA's recommendations regarding Consumer Contact. If Mav learns that these requirements are not being met, Mav will take appropriate action—including potential termination of services.

Telephone Number Authorization

Mav only sends messages and API voice calls from telephone numbers that are directly leased by Mav from our carrier partner on behalf of our Customers. Each telephone number is assigned to a specific Mav Customer for use by only that Customer. We do not share or allow our customers to share telephone numbers.

Traceback Activity and Support

Mav is committed to responding fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperating with such entities in investigating and stopping any illegal calls that originate from its Customers' services.