

Turnkey VoIP LLC
Robocall Mitigation Plan

Introduction

This document details the reasonable steps and actions taken by Turnkey VoIP LLC (“Turnkey VoIP”) to mitigate and eliminate illegal robocalling. Turnkey VoIP has an ongoing commitment to scan for and help alleviate illegal robocalling by pre-qualifying prospective customers, monitoring existing customers for traffic patterns indicative of prohibited robocalls, and working with other providers and regulatory agencies in combatting fraudulent voice activity.

Turnkey VoIP provides interconnected Voice over Internet Protocol (“VoIP”) calling services. All telecom services are provided on a resale-only basis. As a telecom reseller, Turnkey VoIP is dependent on our underlying provider’s assistance with monitoring their networks for fraudulent voice calling patterns.

Know Your Underlying Provider

Turnkey VoIP LLC has master service agreements with our upstream providers and has received written assurances from their officials that it has and will continue to sign calls submitted to Turnkey VoIP LLC and will abide by the FCC’s STIR/SHAKEN and robocall mitigation rules in all respects when providing voice services to Turnkey VoIP. Turnkey VoIP and its upstream providers have agreed to work together diligently to mitigate all illegal robocalls, including cooperating fully when receiving traceback requests.

Know Your Customer

Screening interviews are performed to understand potential customer business models and the potential, or lack thereof, for involvement in fraudulent robocalling schemes. We identify and verify all our customers to be legitimate Florida companies through the state registry. We do not do business with any call centers or telemarketing business.

In our research of the prospect, Turnkey VoIP will not activate clients that provide anonymous information or where data mismatches are found. Additionally, prospects are required to agree to Turnkey VoIP’s strict policies and contractual terms prohibiting the act of fraudulent voice activity as a condition of doing business with Turnkey VoIP.

Individuals associated with prospects or current customers who have been known to act improperly or otherwise be involved in fraudulent robocalling will cause their companies to be rejected by Turnkey VoIP as a customer and any existing customer relationships could potentially be severed.

Traceback Requests

Turnkey VoIP is committed and will respond fully within 24 hours to all Traceback Requests from the FCC, law enforcement agencies, and the industry traceback consortium and vows to cooperate with these agencies in investigating and stopping any illegal robocallers that use our service to make calls. Turnkey VoIP will devote sufficient resources to provide prompt and complete information to traceback requests. Our point of contact to handle all traceback requests is:

Andrew Martin
Owner
813-852-2222

All calls originating or terminating to or from our customers can be traced on Bandwidth.com who is our Provider. We would simply open a service ticket with Bandwidth to get the information.

If a traceback exposes an existing customer as the source of fraudulent robocalls, or as having transmitted fraudulent robocalls, a demand for an explanation and verification of mitigation of the traffic is issued to the customer. If the fraudulent traffic is not remediated, Turnkey VoIP immediately begins rejecting all traffic from the offending customer.

Telephone Numbers

A Telephone Number ("TN") based caller identity is the originating phone number included in call signaling used to identify the caller for screening purposes that is uniquely associated with the subscriber. A subscriber is permitted to use a TN as a caller identity if a TN is directly managed by Turnkey VoIP and/or obtained by Turnkey VoIP from Turnkey VoIP's underlying carrier for use by the subscriber. Numbers can also be allocated by Turnkey VoIP or ported using information from previous bill matching customer information.

All numbers used by our customers are ported in or purchased from Bandwidth. We do not allow a customer to send an invalid caller id. Caller id can only be applied or changed by an Admin from our organization.

International Calling

Turnkey VoIP is not currently an international voice services provider. If at any time Turnkey VoIP does decide to sell our services to international customers using North American Numbering Plan resources, we will familiarize ourselves with and develop best practices for full vetting of such customers and work with our underlying provider to perform the necessary telephone number validation on all international originated calls.

Call Analytics

As a reseller, Turnkey VoIP must rely on our underlying provider and/or their third-party vendors to determine if originating calls should be blocked based on call analytics practices. Our servers do store call records as well as our Carrier Bandwidth.

Ongoing Robocall Mitigation

Turnkey VoIP monitors and examines call detail records (CDRs) on a repeating basis to detect suspicious call activity and/or calling patterns. When we and/or our underlying provider detect network usage patterns consistent with illegal robocalls or suspect illegal robocalling is taking place, we will immediately seek to identify the party that is originating, terminating, or routing these calls so that we may take appropriate action. The actions taken may include, but are not limited to initiating a traceback investigation; verifying that the originating customer owns or is authorized to use the Caller ID number; determining whether the Caller ID name sent to a receiving party matches the customer's corporate and/or d/b/a name; block the party's ability to originate, terminate, or route calls on the network; and/or providing notice to law enforcement authorities.

As part of our Plan to mitigate and prevent any originating robocalls, we are committed to early identification and investigation of possible robocalling conditions. Among other things, we watch for higher-than-normal subscriber traffic volume, including large bursts of traffic in small timeframes or spikes in usage. We also monitor for originating calls of short duration and low call completion percentages, originating calls with sequential called to number dialing patterns.

We will suspend or terminate a customer who generates illegal calls depending on the circumstances. If a customer reports an inbound Robocall we block the call by routing it to reorder tone. Any outbound calls would be blocked by Bandwidth.

Turnkey VoIP Contact for Robocall Mitigation-Related Issues

The Company will update our Robocall Mitigation filings within 10 business days of any change to the information outlined in this plan. Please direct any questions related to Robocall Mitigation issues to:

Andrew Martin, Owner
19606 Angel Lane
Odessa, FL 33556
813-852-2222 Ext 101
drew@turnkeyvoip.com