

Preferred Telephone Systems, Inc.

DBA

Preferred Data Voice Networks

Robocall Mitigation Plan

Introduction

This document details the reasonable steps and actions taken by Preferred Telephone Systems, Inc., DBA Preferred Data Voice Networks (PDVN) to mitigate and eliminate illegal robocalling. PDVN has an ongoing commitment to 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.

PDVN as reseller of White Label Communications LLC

PDVN is a reseller of Voice over Internet Protocol (VOIP) services provided by White Label Communications, LLC. White Label works closely with their upstream vendor's assistance to monitor networks for fraudulent voice calling patterns. Please refer to the White Label Communications, LLC Robocall Mitigation Plan as filed with the FCC for more information.

White Label Upstream Vendors

White Label Communications, LLC has master service agreements with Bandwidth.com, Inteliquent, Telnyx, Peerless Networks, Level 3 / Lumen, VoIP Innovations, and ThinQ and has received written assurances from their officials that it has and will continue to sign calls submitted to White Label Communications, LLC and will abide by the FCC's STIR/SHAKEN and robocall mitigation rules in all respects when providing voice services to White Label. White Label and its upstream providers have agreed to work together diligently to mitigate all illegal robocalls, including cooperating fully when receiving traceback requests.

PDVN Company Background

PDVN has been in operation since 1980 and since then has acquired a large customer base. With our experience in the telecom industry, we are able to define and understand our customers' business activities and easily determine whether anyone using our services would be making illegal robocalls.

Preventing Fraudulent Activity

The White Label platform strictly prohibits customers from spoofing telephone numbers for outbound calls. Customers are required to have ownership of the telephone numbers that appear on the outbound Caller ID. White Label partners with reputable origination carriers (see above) to maintain the integrity of the VOIP services that PDVN resells.

Traceback Requests

We are committed to responding within 24 hours to all Traceback Requests from the FCC, law enforcement agencies and the industry traceback consortium. We will cooperate with these agencies in investigating and stopping any illegal robocallers that use our service to make calls.

Our point of contact for any traceback requests is:

Melissa Asevedo

President

225-924-2700

melissa@pdvn.net

Our secondary point of contact is:

Roy Brackins, Jr.

Service Manager

225-924-2700

roy@pdvn.net

Support email: service@pdvn.net

Support phone #: 225-924-2700

Please direct any questions related to Robocall Mitigation related issues to:

Melissa Asevedo, President

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