



Robocall Mitigation Plan

Company Information

- **Entity Name:** Ring2Voice Inc
- **Address:** 1 Dupont Street, Suite 108, Plainview, NY 11803
- **Main Telephone:** 866-211-7373
- **Website:** www.ring2voice.com

Mitigation Contact Information

- **Primary Contact:** Steve Greenberg, President
- **Email:** steve@ring2voice.com
- **Dedicated Mitigation Support:** 866-211-7373 / support@ring2voice.com

Provider Role and STIR/SHAKEN Implementation

- Ring2Voice Inc operates as a voice service provider without a STIR/SHAKEN Implementation obligation.
- **Upstream Provider Relationships** - Ring2Voice Inc maintains a strategic partnership with its primary upstream platform provider, **SkySwitch** (a **BCM One** company). As part of our robocall mitigation strategy, we verify that our upstream providers are registered in the FCC's Robocall Mitigation Database and are in full compliance with STIR/SHAKEN mandates. SkySwitch provides the underlying network infrastructure and is responsible for the digital signing and authentication of all IP-based traffic originating from the platform.

Know-Your-Customer (KYC) and Vetting Procedures

- **Identity Verification:** Ring2Voice takes affirmative measures to prevent illegal call origination by vetting all new and renewing customers.
- **Required Documentation:** Each applicant must provide a verified physical business address, proof of business registration in a U.S. state or territory, and a dedicated business domain email address.
- **Independent Verification:** We verify these credentials against independent business databases and refuse service to any entity deemed suspicious or unverified.
- **Traffic Vetting:** All customers must complete a mandatory form describing their business purpose and the specific nature of their intended voice traffic. Where applicable, we require documentation demonstrating legal consent for automated calling.

Contractual Prohibitions and Enforcement

- **Explicit Terms of Service:** Our Service Agreement and [Terms and Conditions](#) explicitly forbid the use of our services to initiate, transmit, or facilitate illegal robocalls or unauthorized automated messaging.
- **Regulatory Compliance:** All customers are contractually obligated to comply with the Telephone Consumer Protection Act (TCPA), the Truth in Caller ID Act, and all other applicable federal and state regulations.
- **Prior Enforcement Actions:** Ring2Voice Inc. actively monitors FCC Enforcement Bureau releases and maintains full transparency regarding regulatory proceedings. The Company's history of regulatory actions is detailed below:
 - Action 1: Order, DA 25-737
 - o Agencies Involved: Federal Communications Commission (FCC) Enforcement Bureau & Wireline Competition Bureau.
 - o Date Commenced: August 25, 2025.
 - o Current Status: Provisionally reinstated per the Wireline Competition Bureau's September 2, 2025 communication; this corrective filing is being submitted to complete all required updates and maintain compliance.
 - o Summary of Findings: The Enforcement Bureau found the Company's Robocall Mitigation Database filing deficient due to missing or un-updated certification details required under Commission rules.
 - o Final Determinations: A removal order (DA 25-737) was issued on August 25, 2025. The Company subsequently addressed the deficiencies, received provisional reinstatement on September 2, 2025, and is submitting this filing to finalize compliance.
 - Action 2: Order, DA 26-282
 - o Agencies Involved: Federal Communications Commission (FCC) Enforcement Bureau.
 - o Date Commenced: March 24, 2026.
 - o Current Status: Cured / Compliance Maintained; this corrective filing serves as the Company's formal submission to satisfy the Bureau's cure requirements and update certification details.
 - o Summary of Findings: The Enforcement Bureau issued an order directing 35 named entities to cure remaining or un-updated Robocall Mitigation Database certification deficiencies.
 - o Final Determinations: Order DA 26-282 was issued on March 24, 2026 requiring a cure response. This filing provides the necessary updates to cure all cited deficiencies; no final removal order has been executed following this update.
- **Material Breach:** The use of our network for spoofing caller ID information or conducting fraudulent calling campaigns is defined as a material breach of the customer agreement, subject to immediate action.

Monitoring, Response, and Escalation Procedures

- **Suspicious Activity Monitoring:** Ring2Voice employs ongoing network monitoring and Call Detail Record (CDR) analysis to detect patterns of suspicious activity, such as unusual call volumes or short-duration call spikes.
- **Fraud Prevention Tools:** By default, we block international calling on all accounts unless specifically requested and vetted. We monitor logs to ensure all calls originate only from authorized, authenticated accounts.
- **Notice and Warning:** If suspicious activity is detected or a complaint is received, we issue an immediate formal warning and may temporarily block the account during the investigation.
- **Termination Policy:** Failure to immediately remediate suspicious activity or provide sufficient proof of legal compliance results in the swift termination of the customer's account.

Traceback Cooperation and Disclosures

- **Traceback Commitment:** Ring2Voice is contractually committed to responding to all industry traceback requests within 24 hours.
- **Law Enforcement Cooperation:** We explicitly commit to cooperating with the FCC, law enforcement, and the Industry Traceback Group (ITG).
- **Identity Disclosure:** In instances where illegal traffic is detected, Ring2Voice will not protect the customer's identity and will share all relevant information with industry partners and law enforcement agencies.