

Introduction

As a leading services provider in the telecommunications industry, Voip Unlimited specialises in inbound call routing from US numbers to US companies based in the UK. We are dedicated to ensuring that our services adhere to the highest industry standards and regulatory requirements.

We actively participate in industry forums and collaborate with other service providers to stay abreast of the latest developments in caller ID security and fraud prevention.

In compliance with the Federal Communications Commission (FCC) regulations, particularly as outlined in 47 CFR § 64.6305, Voip Unlimited submits this document as the description of its approach to robocall mitigation. This approach is based on Voip Unlimited's status as a Gateway Provider that does not implement STIR/SHAKEN authentication.

Certification and Compliance Statement

FCC Registration Number = 0033271776

Robocall Mitigation Database Number = RMD0012852

Voip Unlimited certifies that:

- It has not implemented the STIR/SHAKEN authentication framework on any portion of its network for carrying or processing calls, as per 47 CFR § 64.6305.
- It complies with all FCC guidelines related to robocall mitigation, as outlined in 47 CFR § 64.6305, and maintains an active approach to mitigating illegal robocall traffic.
- Numbers on the Voip Unlimited Network are tied to our UCaaS products, which are incapable of generating robot traffic.

Robocall Mitigation Plan

The following outlines our robocall mitigation strategy:

Engagement with Upstream Providers:

Voip Unlimited has implemented policies and procedures to ensure that the upstream carrier customers whose traffic Voip Unlimited carries are legitimate voice service providers and/or intermediate providers and that such upstream carrier customers do not use Voip Unlimited to process a high volume of fraudulent robocall traffic.

Voip Unlimited engage with these upstream providers under strict contractual agreements aimed at preventing illegal robocall traffic.

Call Authentication:

Voip Unlimited work closely with our partner service providers in the US to implement STIR/SHAKEN authentication and verification procedures, and in the UK to implement Ofcom Calling Line Identification (CLI) regulations and conditions.

Voip Unlimited provide Calling Line Identification facilities free of charge, and enable these by default.

Voip Unlimited comply with all applicable restrictions and requirements as set out in the National Telephone Numbering Plan; and undertake due diligence to ensure that UK callers use a number which they have permission to use (in compliance with Ofcom GC C6.4).

Robocall Mitigation Policy

Voip Unlimited block calls that appear to originate from numbers contained in various Do Not Originate (DNO) lists.

Voip Unlimited block calls from outside the UK which use a UK CLI as a Network Number, except in a number of specified use cases (as set out in NICC ND1447).

Where Voip Unlimited receive unauthenticated calls not intended for our network, we block the call.

These approaches ensure that the caller ID information for calls routed from our network is accurate and trustworthy.

Staff Education:

Voip Unlimited educates its personnel on how to identify fraudulent robocall traffic and the possible ways such traffic could enter Voip Unlimited's network. Voip Unlimited makes clear to its staff that it does not tolerate fraudulent robocall traffic on its network and that such traffic must be immediately blocked once identified.

Analytic Systems:

We utilise analytics systems to identify and block potential illegal robocall traffic. While specific analytics vendors remain confidential, all are thoroughly vetted for regulatory compliance.

Co-operation with Regulatory Bodies

We are committed to cooperating with regulatory authorities and industry bodies to promote best practices and maintain compliance with regulatory requirements.

We commit to full cooperation within 24 hours to traceback requests from the FCC, law enforcement agencies, and industry consortiums, as mandated by 47 CFR § 64.6305.

Regular Audits and Monitoring

We conduct regular audits and monitoring of our systems and processes to ensure ongoing compliance. This includes reviewing our call authentication procedures, call routing policies, and cooperation with partner service providers.

Mark Pillow

Managing Director

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