



The VoIP Pros LLC
Robocall Mitigation Plan
Revised February 2024

The VoIP Pros LLC ("TVP") is a small VoIP service and support company, which offers technical support and management of its customer's VoIP service.

1. TVP commits to respond to all traceback requests from the Federal Communications Commission, law enforcement, and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocallers from using its services to originate calls. and that all voice traffic that originates on its network is subject to this robocall mitigation program.
2. TVP screens all customers and applicants, to determine if they intend to use such services for auto-dialing from a database of numbers for purposes of telemarketing without having received written permission from the called parties. Calls to wireline numbers for purposes of political campaigning, market research, or polling are deemed legal.
3. TVP has implemented strict application and onboarding procedures, along with a rigorous vetting process to align its customers and applicants with acceptable use and STIR/SHAKEN.
4. TVP will block services to a customer if it determines that the customer is using the services for illegal robocalling. Such a customer's agreement will be terminated if the violation is determined to be intentional. TVP has a zero-tolerance policy when it comes to potential fraud, scam, and robocall activities.

Working With Upstream Carriers

TVP is not a carrier nor does it own or manage interconnected VoIP infrastructure. Thus:

5. TVP ensures that its Upstream Carriers are STIR/SHAKEN certified/compliant.
6. TVP works with all its Upstream Carriers to verify that TVP customers and calls are signed properly for STIR/SHAKEN.
7. TVP ensures that it complies with its Upstream Carriers Robocall Mitigation Plan requirements for customers and resellers.
8. TVP ensures that TVP customers comply with its Upstream Carriers Robocall Mitigation Plan requirements for customers.

The VoIP Pros

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