

Thursday, March 7, 2024

VoIP America Robocall Mitigation Policy

Objective: Establish and follow compliance with the Traced Act

- Overview: The FCC requires that all providers certify their entity in the RMD (Robocall Mitigation Database) and their status regarding compliance with STIR/SHAKEN. Those that have not fully implemented STIR/SHAKEN requirements must ensure that illegal traffic does not originate on their networks and will perform their best effort practices to become fully compliant.

The Commission requires voice service providers to develop a RMD plan that:

- Details the reasonable efforts and steps taken to voice originating illegal robocalls.
- Demonstrate a commitment to respond to traceback requests and cooperate with investigating illegal robocalls.
- Is filed in the RMD with an active status.

VoIP America is submitting its mitigation plan as requested with the following:

- KYC (Know Your Customer): VoIP America will perform due diligence with all establishments that wish to work together.
- VoIP America provides vanity numbers to clients and does not provide services, only management services.
- VoIP America does not supply any voice origination or termination services. It will work with its clients and the FCC to manage any fraud issues that may arise from its management services.
- VoIP America will actively cooperate with all traceback requests in the community, including the FCC, law enforcement, and ITG (Industry Traceback Group), to investigate and stop all illegal robocalls. VoIP America will also dedicate sufficient resources to ensure it provides prompt and complete responses to all traceback requests.

