

Midwest VoIP Robocall Mitigation Plan – August 2025 Update

Business Information

Midwest VoIP
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Contact Information

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1. STIR/SHAKEN Compliance

Midwest VoIP provides VoIP services via Bandwidth and Intelepeer networks. All outbound calls originate from these networks, which are fully STIR/SHAKEN compliant. Midwest VoIP does not originate calls directly and relies on upstream providers for SIP trunking.

2. Role in the Call Chain

Midwest VoIP operates as a **reseller and non-gateway intermediate provider**. We do not originate or terminate calls directly but facilitate VoIP services through third-party providers.

3. Robocall Mitigation Measures

A. Customer Vetting

- All new and renewing customers undergo identity verification, including:
 - Business registration validation
 - Physical address confirmation
 - Authorized user documentation
 - Point-of-contact verification

B. Network Access Controls

- SIP credentials are randomly generated and pre-provisioned.
- Credentials are not shared directly with customers.
- Devices are locked to specific IP ranges and MAC addresses.
- PBX systems include IP and number blacklists to prevent unauthorized access and call abuse.

C. Call Analytics & Monitoring

- All call traffic is logged and monitored for anomalies.
- Suspicious patterns (e.g., high call volumes, short-duration calls) trigger alerts.
- Blacklists are maintained and updated regularly.
- We use [insert vendor name if applicable] for third-party call analytics.

D. Upstream Provider Verification

- Midwest VoIP verifies that upstream providers (Bandwidth, Intelpeer) are registered and compliant with the FCC's Robocall Mitigation Database.
- We maintain documentation of provider certifications and STIR/SHAKEN status.

4. Legal & Enforcement History

Midwest VoIP has **not been subject to any FCC or law enforcement investigations** related to illegal robocalls in the past two years.

5. Affiliates & Ownership

Midwest VoIP is part of the 4EOS family of companies. No additional subsidiaries or parent companies are involved in VoIP operations.