

Robocall Mitigation Plan for Low Volt Ohio LLC

Company Overview: Low Volt Ohio LLC is a non-gateway intermediate provider. Our SIP trunking services are sourced through Bulk Solutions who is registered with the FCC Robocall Mitigation Database. We are committed to ensuring that our network is not used for illegal robocalling activities.

Robocall Mitigation Strategies:

1. Network Monitoring and Analytics:

- **Call Pattern Analysis:** Continuously monitor call patterns to detect unusual calling behaviors that may indicate robocall activity. Utilize analytics to identify spikes in traffic, calls to high-risk numbers, and other anomalies.
- **Traffic Anomalies Detection:** Implement systems to flag irregular call patterns, including high call volumes in short time frames or calls with unusually short durations.

2. Caller ID Authentication:

- **STIR/SHAKEN Implementation:** Ensure our systems and our trunking provider support STIR/SHAKEN protocols to authenticate caller IDs and prevent spoofing. This involves verifying the caller's identity and marking calls appropriately.
- **Caller ID Verification:** Work with Bulk Solutions to ensure end-to-end caller ID authentication on all calls.

3. SIP Trunking Security:

- **Encryption and Authentication:** Secure all SIP trunking connections using strong encryption and proper authentication protocols to prevent unauthorized access.
- **Regular Audits:** Regularly audit SIP trunk configurations and update security measures as needed.

4. Customer Vetting and Monitoring:

- **Onboarding Process:** Implement a stringent know your customer onboarding process, including identity verification and a review of the customer's intended use of services.

- **Ongoing Monitoring:** Continuously monitor customer traffic for signs of illegal robocall activity. Take immediate action if suspicious behavior is detected, such as issuing warnings or terminating services.

5. **Call Blocking and Filtering:**

- **Blacklist Integration:** Utilize advanced call-blocking technology to filter out calls from known robocall sources. Integrate blacklists provided by industry databases and other reliable sources.
- **Dynamic Filtering:** Implement real-time call analytics to dynamically block suspicious calls, including calls with invalid or unassigned numbers.

6. **Coordination with Industry Efforts:**

- **Information Sharing:** Collaborate with Bulk Solutions and other industry participants to share information about robocall threats and mitigation techniques.
- **Adopting Best Practices:** Stay updated with industry best practices and integrate new technologies and methods to enhance robocall mitigation efforts.

7. **Compliance and Traceback Cooperation:**

- **Record-Keeping:** Maintain detailed records of all mitigation efforts, including monitoring activities, customer vetting processes, and incident responses.
- **Traceback Cooperation:** Commit to responding in a timely manner and supporting all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG).

8. **Customer Education:**

- **Awareness Campaigns:** Educate our customers about the importance of robocall mitigation and encourage them to report any suspicious activities.
- **Support Resources:** Provide resources and support to help customers understand how to protect themselves from illegal robocalls.