

Robocall Mitigation Plan

Voiptimal LLC has developed a robust Illegal Robocall Mitigation Plan to prevent fraudulent voice traffic originating from our network. Our proactive measures are designed to safeguard our customers and maintain the integrity of our voice services. The key components of our plan include:

1. **Blocking Invalid Calling Numbers on Switch:** Our network switch automatically blocks calls originating from invalid phone numbers, such as short codes or alphanumeric identifiers.
2. **Validation of Known Numbers:** We only allow calls from numbers that have been purchased and assigned to our customers by Voiptimal LLC.
3. **Traffic Control Measures:** We limit the number of simultaneous calls and new call requests per second based on provisioned quotas to prevent unwanted traffic from affecting our network.
4. **Dialing Restrictions:** Dialing hours are limited according to customer needs to mitigate suspicious off-hours traffic due to potential malfunctions or security breaches.
5. **Scheduled Caller ID Reputation Checks:** We regularly check the reputation of caller IDs to filter out calls from flagged numbers.
6. **Caller ID Usage Reports:** We provide periodic reports on caller ID usage per customer for monitoring and analysis.
7. **Real-time Traffic Monitoring:** Our Network Operations Center (NOC) team performs real-time monitoring and receives statistics for manual supervision and intervention.

Voiptimal LLC is committed to continuously improving our voice network and internal procedures. We adapt our Illegal Robocall Mitigation Plan to align with evolving market trends. Should changes be necessary, our practices may be adjusted accordingly.

In cases of suspected fraudulent activity, Voiptimal LLC reserves the right to take immediate action, including contract termination and customer account deactivation, to eliminate such activity.

Compliance with Traceback Requests

Voiptimal LLC pledges to comply with all traceback requests from regulatory bodies, law enforcement agencies, and industry groups. We will respond to any court, FCC (Federal Communications Commission), government, or Industry Traceback Group (ITG) request within 24 hours of receipt, ensuring swift and effective cooperation in investigating and halting illegal robocall activities utilizing our voice services.

STIR/SHAKEN Compliance

Voiptimal LLC is proud to declare that we are 100% compliant with the STIR/SHAKEN framework, ensuring the authentication of caller IDs and enhancing the overall security and trustworthiness of our voice communications.

