

Design Territories LLC dba Tier 1 Voip - Robocall Mitigation Plan

This document outlines the steps taken by Design Territories LLC dba Tier 1 Voip ("Design Territories LLC dba Tier 1 Voip") to prevent the origination of illegal robocall traffic as part of its robocall mitigation program:

1. Contractual Cooperation:

Design Territories LLC dba Tier 1 Voip has clearly defined the types of traffic it will and will not accept from its customers. Customers are informed that non-compliance with these rules may lead to immediate termination. If a customer is found to be sending illegal calls, confidentiality may be waived, and their information may be shared with enforcement agencies and industry partners.

2. Customer Verification:

Design Territories LLC dba Tier 1 Voip conducts thorough verification of each customer's identity by collecting details such as physical business location, contact person(s), incorporation state or country, federal tax ID (if applicable), and business nature. All customers are vetted rigorously, and any suspicions are addressed before service activation. No anonymous test accounts are provided for auto-dialers.

3. Monitoring and Rapid Response:

Design Territories LLC dba Tier 1 Voip monitors traffic actively and responds quickly to suspicious activity. If an illegal robocall traceback notice is received, it seeks clear explanations and corrective actions from the customer. Ongoing tolerance is not extended to fraudulent callers or customers with lax controls.

4. Policy Transparency:

Design Territories LLC dba Tier 1 Voip shares its policies on illegal robocalls with customers and keeps records of these notifications to ensure customers are aware of the company's zero tolerance.

5. Scrutiny of Foreign Auto-Dialed Traffic:

Design Territories LLC dba Tier 1 Voip exercises caution with foreign sources using USA +1 numbers for auto-dialed traffic.

6. Robocall Mitigation Database Compliance:

The company requires that all customers register with the Robocall Mitigation Database; traffic is not accepted from unregistered customers.

7. Call Blocking for Robocall Mitigation:

Design Territories LLC dba Tier 1 Voip blocks calls to specified numbers as part of its robocall mitigation efforts.

8. Cooperation with Investigative Bodies:

Design Territories LLC dba Tier 1 Voip complies with traceback requests from law enforcement, the FCC, and the Industry Traceback Group. A designated contact handles traceback requests and coordinates external investigations.