

Robocall Mitigation Plan

Business Information

Mingle Mobile LLC
21113 Johnson St
Unit 101
Pembroke Pines FL 33029

Contact Information

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Overview

In the Commission's recent release, *In the Matter of Call Authentication Trust Anchor, Sixth Report and Order and Further Notice of Proposed Rulemaking*, WC Docket No. 17-97 (rel. March 17, 2023) ("R&O") it is stated that all voice service providers ("VSPs") must file robocall mitigation plans ("RMPs") that, among other things, outline "reasonable steps" taken to avoid originating illegal robocalls.

In addition to the "reasonable steps," the FCC requires that a RMP include:

- "know your customer" procedures;
- "know your upstream provider";
- ownership information;
- a description of any call analytics system used to identify and block illegal traffic; and
- whether a third-party vendor is used and if so, the name of the vendor.

The FCC previously stated that a RMP is sufficient if the detailed practices in the plan can reasonably be expected to significantly reduce the origination of illegal robocalls and the VSP complies with the practices it describes in its filing.

Purpose

Mingle Mobile LLC. ("Mingle Mobile") is a small VSP dedicated to stopping illegal calls from traversing our network and monitoring the calls coming into our network. Mingle Mobile is a "pure reseller" that has no control over the infrastructure necessary to implement STIR/SHAKEN. As such, Mingle Mobile was previously exempt from the FCC's STIR/SHAKEN rules. The R&O requires that pure resellers such as Mingle Mobile now file RMPs. This document delineates Mingle Mobile's RMP. Because Mingle Mobile does not have access to the necessary infrastructure, it relies on its upstream carrier to assist in robocall mitigation. As delineated herein, Mingle Mobile works closely with its upstream provider to carry out the required mitigation functions.

Know Your Customer ("KYC")

The accurate identification of a subscriber in the STIR/SHAKEN ecosystem is tied to a telephone number-based caller identity associated with that subscriber. A subscriber is an entity that has a

business relationship with Mingle Mobile in which we transmit, originate, and/or terminate calls based on behalf of the subscriber.

Mingle Mobile's KYC program involves obtaining specific subscriber information when payment is made for services. This process includes collecting such information such as:

- physical business location;
- contact person(s);
- nature of the customer's business.

Know Your Upstream Providers

In accordance with the Commission's directive in *Advanced Methods to Target and Eliminate Unlawful Robocalls Call Authentication Trust Anchor, Seventh Report and Order In CG Docket 17-59 and WC Docket 17-97, Eighth Further Notice of Proposed Rulemaking In CG Docket 17-59, and Third Notice of Inquiry in CG Docket 17-59* (Rel. May 19, 2023) ¶¶ 49-51, Mingle Mobile provides the following information concerning its upstream voice service carrier.

Mingle Mobile has one upstream provider from which it receives voice traffic:

UVNV, Inc. d/b/a Plum
1550 Scenic Ave. Suite 100
Costa Mesa CA 92626
Dave Bergin
daveb@plum.mobi

Mingle Mobile has a master service agreement with its upstream provider and has received assurances in writing from its officials that it has, and will continue to, sign calls transmitted to Mingle Mobile, and will abide by the Commission's STIR/SHAKEN and robocall mitigation rules in all respects when providing voice traffic to Mingle Mobile. Mingle Mobile and its upstream provider have agreed to work together diligently to mitigate all illegal robocalls, including cooperating fully when receiving traceback requests.

Acceptable Use Policy ("AUP")

Mingle Mobile maintains an AUP that subscribers must sign before being permitted to use Mingle Mobile's network. Among other things, the AUP prohibits:

- Engaging in any other conduct which is fraudulent or otherwise may result in significant network congestion or degradation, or interferes with our operations, reputation or ability to provide quality service to our customers, including without limitation any number of credit card "chargebacks" and/or excessive purchases (and/or attempted purchases) of products and/or services relating to your Mingle Mobile Plan in any given month;
- Engaging in autodialing;
- Engaging in continuous, repetitive, or extensive call forwarding;
- Engaging in telemarketing.
- Using the our Service or Device in any way that is illegal, improper, or inappropriate.

Mingle Mobile's contractual terms with subscribers specify that Mingle Mobile may take action up to suspension or termination of service for violation of the AUP.

Mitigation During Service

Mingle Mobile works with its upstream provider to ensure that all subscribers can report any suspicious call connected through their account and measures are set to prevent future calls from/to that individual numbers for all subscribers (none routed by the platform from that moment on - blacklisting). These features are:

- VoIP-originated calls are signed with subscriber caller ID only after number validation via SMS; and
- requiring authentication to initiate any call, or a whitelist of originating numbers that is under customer's control.

Analytics for Monitoring Traffic

Mingle Mobile works with its upstream provider to identify behaviors which indicate illegal call activity. Examples of calling patterns monitored:

- anomalies in cost generated by calls from a single customer;
- multiple overlapping calls on the same account is a risk of not having a single subscriber using the service;
- velocity on initiate calls (synchron intervals, quick dialing back-to-back calls);
- recent volumes (last 60 min) vs weekly trends;
- number of unique destination numbers in a time frame (total account level);
- number of unique source numbers in a time frame (total and account level); and
- anomalies in call duration distribution (most calls having similar duration is not representative for residential service usage).

Investigate Suspicious Activity

When traffic analysis indicates the presence of likely illegal robocalling, Mingle Mobile works with its upstream provider to follow defined procedures on investigating such subscribers.

The procedures established include but are not limited to:

- checking recent and past call detail records and benchmark against expected trends;
- checking recent and past account activity and purchases;
- investigating if any system issue generates the strange behavior;
- verifying that the call originating path is valid; and
- contacting the subscriber to understand his particular use case and validate that the activity belongs to that subscriber.

Because Mingle Mobile does not have the infrastructure to implement STIR/SHAKEN, no third-party vendors are involved in Mingle Mobile's analytics.

Mingle Mobile follows Industry Traceback Group ("ITG")-recommended best industry practices and cooperates in traceback and trace forward investigations. To allow for timely and comprehensive responses, Mingle Mobile will devote sufficient resources to provide prompt and complete resources to traceback requests.

Mingle Mobile works with its upstream provider to investigate suspicious activity found by the carrier's monitoring systems or reported to Mingle Mobile by subscribers or third parties. The investigation could potentially result in opening a traceback request or with Mingle Mobile contacting a subscriber to correct improper use of the applicable platform, or, if the subscriber does not respond or comply, to notify its upstream provider to block their use of the platform.

For all new and renegotiated Mingle Mobile contracts governing the transport of voice calls, Mingle Mobile will endeavor to contractually require Mingle Mobile's subscribers to cooperate in traceback investigations by identifying the upstream provider from which the suspected illegal robocall entered our network.

Blocking

Mingle Mobile will implement Do Not Originate requests it receives from the ITG. Mingle Mobile's upstream provider has mechanisms to automatically block suspicious calls using internal analytics. If Mingle Mobile and/or its upstream carrier identifies suspected robocalling patterns that are confirmed with further investigation, Mingle Mobile will take appropriate action which may include suspending or terminating the subscriber's use of Mingle Mobile Mingle Mobile's service. Mingle Mobile will cooperate with Investigative Bodies (provide a single point of contact to address traceback requests from law enforcement (including the state attorney general's office), as well as the FCC, and/or the ITG; as well as documenting requests & actions taken in response thereto.

Plan Updates

This plan and industry best practices must evolve to response to the dynamic nature of mitigating illegal robocalling. Mingle Mobile will monitor industry best practices and continuously improve our internal processes to ensure this plan and our system adapt to this ever-changing issue.

In the event of any material change to this plan, Mingle Mobile will republish it to employees, consultants and contractors and file such an update to the FCC Robocall Mitigation Database within ten (10) days of such update.

Certification of Bilal Saleh

I, Bilal Saleh, Manager of Mingle Mobile, do hereby certify, under penalty of perjury, the following:

- (1) Mingle Mobile, by virtue of its status as a "pure reseller" does not have access to the necessary infrastructure to implement STIR/SHAKEN, and therefore has not implemented STIR/SHAKEN in the IP portions of its network.
- (2) Mingle Mobile 's Business name and primary address are as follows:

Mingle Mobile LLC.
21113 Johnson St
Unit 101
Pembroke Pines FL 33029
- (3) Mingle Mobile has no other business names in use.
- (4) Mingle Mobile has not previously used any other business name.
- (5) Mingle Mobile has the following owners, directors, officers, or affiliates: Bilal Saleh, Yazan Saleh, Unity Wireless Inc. None of these persons/entities have had any licenses denied/revoked by the FCC or been subject to an FCC enforcement proceeding.
- (6) The name, title, department, business address, telephone number, and email address of the individual responsible for addressing robocall-related issues are listed in the above robocall mitigation plan.
- (7) Mingle Mobile's role in the call chain is that of a voice service provider without a STIR/SHAKEN obligation.
- (8) Mingle Mobile has not been prohibited from filing in the Robocall Mitigation Database due to an enforcement action.
- (9) Mingle Mobile is not subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing.
- (10) Mingle Mobile is not required to have and does not have an operating company number.



7/22/2024

Bilal Saleh