

OnePlan, Inc. - Robocall Mitigation Plan

OnePlan, Inc. ("OnePlan") is a reseller of DIDWW VoIP services and will comply with the following Robocall Mitigation Plan in cooperation with our upstream provider.

1. OnePlan commits to respond promptly within twenty-four (24) hours to all trace back requests from the Commission, law enforcement, and industry trace back consortium, and to cooperate with such entities in investigating and stopping any illegal robocalls that use its service to originate calls.
2. OnePlan has taken the following specific steps to detect originating robocall traffic:
 - a. OnePlan monitors call records and outbound traffic logs to watch for changes in traffic patterns which would indicate robocalling patterns.
3. OnePlan has taken the following steps to prevent illegal originating robocalling traffic:
 - a. OnePlan has procedures in place to prevent new and existing customers from using our network to originate illegal robocalls.
4. OnePlan will take the following steps to mitigate illegal originating robocalling traffic upon detection:
 - a. OnePlan will contact the customer and inform them that we have detected possible robocalling from their line.
 - b. OnePlan will continue to monitor the customer line and will suspend the line upon further detection of possible robocalling.