

RMP

ROBOCALL MITIGATION PLAN

ENVOIP LLC

1. Implementing STIR/SHAKEN Technology

- **Objective:** Enable caller authentication and combat spoofing.
- **Action:**
 - Ensure that all phone systems are equipped with **STIR/SHAKEN** (Secure Telephone Identity Revisited/Signature-based Handling of Asserted information using toKENs) to authenticate calls.
 - Work with **carriers** to ensure proper deployment of the protocol. This technology allows recipients to see whether the incoming call is legitimate or if it's likely a spoofed robocall.
 - Regularly audit and update the system to ensure compliance with new carrier regulations.

2. Use of AI-Powered Call Filtering

- **Objective:** Use AI to detect and block robocalls automatically.
- **Action:**
 - **AI/ML-based Call Blocking Software:** Implement an **AI-based call blocking system** that uses machine learning to analyze call patterns, voice tone, and historical data to identify likely robocalls.
 - **Adaptive Filtering:** As robocallers evolve, use adaptive filtering that improves the detection and blocking of robocalls based on real-time data.
 - **Integration with Phone Systems:** Ensure compatibility with both mobile and landline systems to filter calls before they reach users.

3. Adoption of a Global Call Blocking Registry

- **Objective:** Create a shared database for call blocking across providers and regions.
- **Action:**
 - Work with **telecommunications providers** to establish a **global robocall blocking registry** that tracks known robocall sources.
 - Include **whitelisting** and **blacklisting** features in the registry to allow legitimate businesses and known contacts to pass through while blocking potential robocall sources.
 - Enable users to **opt-in** to this service on a personal level or by default for corporate and governmental numbers.

4. Consumer Education Campaign

- **Objective:** Empower consumers with knowledge on how to avoid and report robocalls.
- **Action:**
 - Launch an **educational initiative** to inform consumers about robocalls and how to use tools like **call blocking apps** or carrier services effectively.
 - Offer tips on recognizing legitimate calls versus robocalls (e.g., unknown number, pressure to act quickly, etc.).
 - Develop and distribute materials on how to **report robocalls** to appropriate authorities such as the **FTC** or **FCC**, creating a direct and seamless process for users to report these calls.

5. Secure Caller Verification and Whitelisting for Known Sources

- **Objective:** Ensure that legitimate businesses can reach customers while stopping fraudulent calls.
- **Action:**
 - Work with trusted businesses, government agencies, and healthcare providers to **verify their numbers** and allow for automatic whitelisting.
 - Implement a system that uses **token-based authentication** to verify that a call from a business or government agency is legitimate and prevent it from being flagged as a robocall.

6. Enhanced Regulatory Compliance and Reporting

- **Objective:** Ensure that service providers comply with regulations and provide proper oversight.
- **Action:**
 - **Track and report** data on robocalls that have been successfully blocked or flagged, sharing that information with regulatory agencies (like the **FCC**).
 - Establish clear **penalties and incentives** for service providers to ensure full compliance with anti-robocall regulations.
 - Conduct regular **audits** to assess the effectiveness of robocall mitigation efforts and keep service providers accountable.

7. Collaboration with Industry Stakeholders

- **Objective:** Create a unified effort among industry stakeholders to combat robocalls.
- **Action:**
 - Form a **coalition of telecom providers, regulators, and tech companies** to share knowledge, resources, and best practices for robocall mitigation.
 - Regularly update industry stakeholders on **new robocall techniques**, and develop shared resources such as **pattern databases** and **countermeasures**.
 - Encourage industry-wide participation in **call labeling**, where calls are tagged with labels such as "Spam Risk," "Telemarketing," or "Scam Likely."

8. Reporting and Feedback System

- **Objective:** Enable consumers to provide feedback on the efficacy of the plan and suggest improvements.
- **Action:**
 - Develop a **user-friendly platform** where consumers can report robocalls, blocked calls, and missed calls that may have been wrongly flagged.
 - Ensure that reports are analyzed and fed back into the system to continually improve the AI-based filtering technology and ensure a better user experience.

Monitoring and Evaluation

- Regularly **assess the effectiveness** of each mitigation measure in reducing robocalls. Use key metrics like the number of calls blocked, customer complaints, and call verification success rates.
- Periodically update the plan to **adjust to new threats** and technological advancements in robocalling tactics.

Traceback Response Commitment (within 24- hours response)

ENVOIP LLC is committed to full cooperation with lawful traceback investigations related to suspected illegal or unwanted robocalling. The Company maintains internal procedures and designated compliance personnel to ensure that all traceback requests received from the FCC, USTelecom Industry Traceback Group (ITG), law enforcement agencies, or authorized carriers are **acknowledged and substantively responded to within twenty-four (24) hours** of receipt.

ENVOIP LLC promptly investigates the origin and handling of the identified traffic, provides relevant call detail records and customer information as legally permissible, and takes immediate corrective actions when necessary, including traffic suspension or termination of non-compliant customers. This commitment is continuously monitored as part of ENVOIP's ongoing robocall mitigation and compliance program.