

DIPVTEL INC

Robocall Mitigation Program Description

****Provider Information**:**

- ****Name**:** DIPVTEL INC.
- ****Type**:** Voice Service Provider / Gateway Provider / Non-Gateway Intermediate Provider
- ****Contact Information**:**
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****Robocall Mitigation Plan**:**

###1. Implementation of Robocall Mitigation Program

DIPVTEL, INC. has implemented a comprehensive robocall mitigation program designed to identify and block illegal robocall traffic. Our program includes:

- ****Call Analytics**:** Utilization of advanced call analytics and machine learning algorithms to detect suspicious calling patterns and block potentially illegal robocalls.
- ****Caller ID Authentication**:** Implementation of STIR/SHAKEN protocol to ensure the integrity and validity of caller ID information.
- ****Network Monitoring**:** Continuous monitoring of our network for signs of illegal robocall activity and prompt action to mitigate threats.

2. Reasonable Steps to Avoid Illegal Robocall Traffic

Our efforts to avoid originating illegal robocall traffic include:

- **Customer Vetting**: Rigorous vetting of new customers to ensure they are not engaged in illegal robocall practices.
- **Usage Policies**: Enforcing strict usage policies that prohibit the initiation of illegal robocalls and imposing penalties for violations.
- **Real-Time Blocking**: Real-time blocking of calls identified as illegal robocalls based on our call analytics and network monitoring.

3. Traceback Cooperation

DIPVTEL, INC. is committed to cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping illegal robocallers. We commit to:

- **Timely Response**: Responding fully and within 24 hours to all traceback requests from authorized entities.
- **Collaboration**: Providing necessary information and cooperation to assist in identifying and stopping illegal robocallers.

4. Additional Measures

To enhance our robocall mitigation efforts, we have also implemented the following measures:

- **Customer Education**: Providing resources and education to our customers about the dangers of illegal robocalls and how to avoid becoming a victim.
- **Regular Audits**: Conducting regular audits of our network and customer activities to ensure compliance with our robocall mitigation policies.