

RingFusion Inc. VoIP Provider Robocall Mitigation Policy

Introduction:

At **RingFusion Inc.**, we are committed to maintaining the integrity of our network and ensuring the safety and security of all calls originating from our services. This document outlines our policy for robocall mitigation in compliance with the Federal Communications Commission (FCC) regulations, specifically **47 CFR § 64.6305(a)**. We have established clear procedures and technical safeguards to prevent illegal robocall traffic and ensure that all calls originating from our network are compliant with the relevant rules and requirements.

1. Robocall Mitigation Program:

In accordance with **47 CFR § 64.6305(a)**, **RingFusion Inc.** has implemented a comprehensive robocall mitigation program to ensure that all calls originating on our network do not involve illegal robocalling activity. Our program includes the following key elements:

- **Reasonable Steps to Prevent Illegal Robocall Traffic:** We take proactive measures to identify and prevent any illegal robocall traffic from originating on our network. This includes the deployment of call monitoring and filtering systems designed to detect and block suspicious or illegal call patterns in real-time.
- **Commitment to Respond to Traceback Requests:** We are fully committed to responding to traceback requests from the **FCC**, law enforcement agencies, and the industry traceback consortium. Should any requests be made, we will respond **fully and within 24 hours**. Additionally, we will cooperate with all relevant entities in the investigation and cessation of illegal robocalls.

2. Traceback and Cooperation with Authorities:

We have established a clear and efficient process for handling traceback requests and cooperating with law enforcement, the Commission, and the industry traceback consortium. This cooperation ensures that any illegal robocall activities originating from our network are promptly addressed and terminated.

- **Traceback Response Time:** **RingFusion Inc.** commits to responding to all traceback requests within **24 hours** of receipt. We will provide all requested information to assist in identifying the source of illegal robocalls.
- **Cooperation in Investigations:** We will work closely with the **FCC**, law enforcement, and other authorities to investigate any illegal robocall activities. We

will take immediate action to stop any such activities from continuing, including terminating service to offending parties when necessary.

3. Certification and Compliance with the Robocall Mitigation Database:

We affirm that **RingFusion Inc.** has not had any prior certifications removed by the **FCC**, nor have we been prohibited from filing in the **Robocall Mitigation Database**. Our company is in full compliance with all necessary regulations and is actively listed in the Robocall Mitigation Database. This allows us to continue offering services while ensuring that we remain transparent and compliant with all FCC requirements.

- **Certification Status:** We certify that our certification in the Robocall Mitigation Database has not been revoked, and we are eligible to participate in and contribute to the database.
- **Ongoing Compliance:** We continue to meet all relevant criteria set by the **FCC** to ensure the security and reliability of our network in preventing robocalls.

4. STIR/SHAKEN Authentication Compliance:

RingFusion Inc. has fully implemented the **STIR/SHAKEN** authentication framework across our entire network. This industry-standard framework is crucial for verifying the authenticity of calls and combating caller ID spoofing, which is a primary method used in robocalling activities.

- **STIR/SHAKEN Framework:** Our network is fully compliant with the **STIR/SHAKEN** standards outlined in **47 CFR § 64.6301(a)(1) and (2)**. All calls originating from our network are authenticated in real-time to ensure that they comply with the required caller ID verification protocols.
- **Ongoing Compliance:** We continually monitor and update our implementation of the **STIR/SHAKEN** framework to ensure that all calls originating from our network meet the latest regulatory standards.

5. Ongoing Monitoring and Enforcement:

To ensure compliance with our robocall mitigation policy, **RingFusion Inc.** continuously monitors network activity for signs of illegal robocalling or suspicious behavior. We employ advanced filtering technologies and regularly audit our practices to identify potential issues before they escalate.

- **Proactive Monitoring:** We actively monitor call traffic and enforce policies to prevent any misuse of our network for robocalling purposes.

- **Enforcement Actions:** In the event that we detect illegal robocalling activities, we take immediate action, including working with relevant authorities to investigate and cease the illegal activity, and, if necessary, terminating the service of offenders.

Conclusion:

At **RingFusion Inc.**, we are fully committed to protecting the integrity of our network, ensuring compliance with all relevant regulations, and working with industry stakeholders to eliminate illegal robocalls. Our robocall mitigation program, traceback cooperation efforts, and adherence to the **STIR/SHAKEN** framework reflect our dedication to providing secure and reliable VoIP services.

For any questions or concerns regarding our robocall mitigation efforts, please contact us at:

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