

ROBOCALL MITIGATION PLAN

For: Voipified

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1. Introduction

Voipified is committed to ensuring that its voice services are not used to initiate illegal or unwanted robocalls. This plan outlines the procedures, technologies, and policies that Voipified employs to combat illegal robocalling and to comply with the Federal Communications Commission ("FCC") requirements regarding robocall mitigation.

1.1 Purpose

The purpose of this Robocall Mitigation Plan is to:

Demonstrate Voipified's compliance with the FCC's rules on robocall mitigation and the STIR/SHAKEN framework (47 CFR § 64.6305 et seq.).

Describe the strategies, tools, and processes used by Voipified to identify, monitor, and prevent illegal or unauthorized robocall activity on its network.

Provide a framework for ensuring consistent, ongoing compliance with evolving robocall mitigation requirements and industry best practices.

1.2 Scope

This plan applies to all operations and network elements under Voipified's control, including inbound and outbound call traffic, interconnections with other voice service providers, and relationships with wholesale and retail customers.

2. FCC Requirements & Compliance Framework

2.1 FCC Mandate

Per the FCC's Robocall Mitigation requirements, voice service providers must either:

Implement STIR/SHAKEN call authentication technology across their IP networks, and

File a Robocall Mitigation Plan with the FCC Robocall Mitigation Database if they have not fully implemented STIR/SHAKEN on all traffic, or if they serve any portion of traffic over non-IP technology.

2.2 Voipified's Approach

Voipified's compliance strategy includes:

Implementing STIR/SHAKEN: Generating and verifying caller ID tokens where technically feasible.

Data Collection & Analysis: Capturing call detail records (CDRs) to analyze calling patterns and detect potential misuse.

Network & Policy Controls: Employing access restrictions, call analytics, and blocking tools to reduce malicious call traffic.

Customer Screening & Enforcement: Vetting customers upon onboarding and monitoring usage to promptly address suspicious behavior.

3. Technical Measures for Robocall Mitigation

3.1 STIR/SHAKEN Deployment

Call Authentication: Voipified uses STIR/SHAKEN standards to authenticate and sign outbound calls on all IP-based traffic flows.

Call Verification: Voipified verifies inbound calls that carry a STIR/SHAKEN signature, evaluating the legitimacy of caller identity.

3.2 Blacklist/Whitelist Management:

Blacklist: Continuously updated database of known abusive numbers or known scam patterns.

Whitelist: Known trusted partners, high-volume legitimate clients, and other authorized numbers with verified traffic patterns.

3.3 Network Security

Traffic Filtering: Suspicious calls or network traffic are identified and can be blocked or flagged for further investigation.

Access Control Lists (ACLs): Voipified restricts access at the session border controllers (SBCs) to only trusted IP addresses and trunk groups.

4. Operational Measures & Procedures

4.1 Enforcement & Remediation

When illegal or suspicious robocalling activities are discovered:

Investigation: Prompt investigation of call records, subscriber data, and relevant logs.

Customer Notification: Customers are informed of violations and asked to cease any unauthorized activities immediately.

Suspension/Termination: If the violation is not resolved or is determined to be willful misconduct, Voipified may suspend or terminate the offending accounts or services.

5. Continual Improvement

Voipified understands that robocall mitigation is an evolving challenge. We continuously refine our practices through:

Collaboration: Working with other service providers, industry consortiums, and law enforcement to stay ahead of robocall trends.

Technology Upgrades: Evaluating new solutions, such as advanced AI-based call analytics or improved call-handling platforms.

7. Conclusion

This Robocall Mitigation Plan reaffirms Voipified's commitment to stopping the origination and propagation of illegal robocalls. By implementing a multi-layered approach—including STIR/SHAKEN deployment, call analytics, and stringent customer management practices—Voipified will continue to enhance the trustworthiness and reliability of its voice services.