

Robocall Mitigation Plan

PRO OnCall Technologies, LLC is a small voice service provider (VSP) dedicated to stopping illegal calls from originating in our network and monitoring the calls coming into our network. The FCC requires that, by June 30, 2021, all VSPs certify in the Robocall Mitigation Database that they have (1) fully implemented STIR/SHAKEN across its entire network, (2) implemented STIR/SHAKEN on a portion of its network and that the remainder of the calls are subject to a Robocall Mitigation Plan (RMP), or (3) have not implemented STIR/SHAKEN but subject all calls to an RMP to ensure that the network is not originating illegal robocalls. This filing updates PRO OnCall Technologies, LLC's robocall mitigation efforts and procedures per FCC DA 24-73 and in compliance with 47 CFR § 64.6305.

The FCC requires that VSPs develop an RMP that:

- Lists the specific, reasonable steps the VSP has taken to avoid originating illegal robocall traffic
- States a commitment to respond fully and in a timely manner to all traceback requests from the FCC, law enforcement, and the industry traceback consortium
- To cooperate with entities investigating and stopping any illegal robocallers that use its services to originate calls

PRO OnCall Technologies, LLC purchases origination, termination, and hosted-switch access from VoIP Innovations (FRN 0016266157) ("Provider") who provides crucial elements of our RMP as part of their interconnected white-label VoIP wholesale services to PRO OnCall Technologies, LLC. All the voice traffic that originates on our network is subject to the robocall mitigation program described below. PRO OnCall Technologies, LLC is also a reseller of PayG LLC dba SkySwitch (RMD0002940) and CoreDial (RMD0002771). With those services, PRO OnCall Technologies, LLC does not have the capability to implement STIR/SHAKEN. However, PayG LLC dba SkySwitch and CoreDial have implemented STIR/SHAKEN protocols in their IP Voice networks.

Know Your Customer (KYC) Procedures

PRO OnCall Technologies, LLC strictly adheres to "Know Your Customer" (KYC) and "Know Your Upstream Provider" (KYUP) protocols to ensure the legitimacy of all traffic originating on our network. We follow the best practices described by the NANC Call Authentication Trust Anchor Working Group, which are actively operationalized through the following mandatory onboarding steps:

- Identity Verification: Before activating any customer account or service, we collect and verify the customer's legal corporate name, physical business address, contact information, and Taxpayer Identification Number (TIN/EIN).
- Right to Use Numbers: We confirm the customer's legitimate right to use their telephone numbers via Letters of Authorization (LOA) or direct verification through our upstream providers.
- Account Monitoring: We cross-reference potential subscribers against known fraud databases and flag suspicious payment methods or business descriptions.
- Upstream Provider Diligence: We actively coordinate with our white-label wholesale and interconnected VoIP partners—including VoIP Innovations, PayG LLC (SkySwitch), and CoreDial—to ensure their upstream traffic compliance matches FCC regulations.

International Subscribers

PRO OnCall Technologies, LLC does not sell origination or termination services to subscribers outside of the United States.

Acceptable Use Policy

PRO OnCall Technologies, LLC maintains an Acceptable Use Policy (“AUP”) that subscribers must accept before being permitted to use PRO OnCall Technologies, LLC’s broadband or voice services.

Traceback Requests

PRO OnCall Technologies, LLC is committed to respond in a complete and timely manner to all traceback requests from the Federal Communications Commission, law enforcement, state attorneys general, Provider, and the industry traceback consortium. Furthermore, PRO OnCall Technologies, LLC is committed to cooperating with such entities in investigating and stopping any illegal robocallers that use PRO OnCall Technologies, LLC’s service to originate calls. Subscribers are required to comply with traceback requests via our AUP. Traceback requests can be sent to service@prooncall.com for immediate processing by PRO OnCall Technologies, LLC.

Telephone Number Validation

If a subscriber wishes to use a telephone number (TN) as a caller identity and that TN is not directly managed by PRO OnCall Technologies, LLC or our Provider, then TN validation is necessary by requiring the subscriber to provide a valid letter of authorization that they are an authorized user of such TN. Should the subscriber provide sufficient documentation to PRO OnCall Technologies, LLC of authorization to use a TN, documentation will be provided to Provider so that they can attest calls originated with these TNs.

Investigation of High-Volume Network Traffic, Suspicious Calls, and Calling Patterns

Our Provider VoIP Innovations uses a Sansay Switch Solution solution to monitor our origination voice traffic in real time to prevent the origination of illegal robocalls. The software provides detailed reporting identifying suspected illegal robocalls and alerts Provider if we originate any calls where the calling number is invalid, unallocated, on a Do Not Originate list, in the FCC consumer complaint database or has a poor reputation. Provider will immediately ask PRO OnCall Technologies, LLC to investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If PRO OnCall Technologies, LLC or Provider determines that the caller was attempting to originate unlawful robocalls, then we either warn them to stop or terminate their service as based on our AUP.

Examples of calling patterns monitored

- Higher than expected cost generated by calls from a subscriber
- Targeted pumping of repeated calls to a specific called number within a 15-minute period
- Fast traffic pumping of repeated calls to a specific called geographic location within a 5-minute period
- Slow traffic pumping of repeated calls to a specific called geographic location within a 60-minute period
- Theft of service traffic pumping of repeated calls to high-cost geographic location within a 60-minute period
- Recent call volumes (last 60 min) vs weekly trends
- Number of unique destination numbers in a 60-minute time frame
- Irregularities in Short Call Duration (SDC) and Average Call Duration (ACD) distribution
- Anomalies in Answer-Seizure Ratio (ASR)
- Robocalling triggers monitoring for a high-volume of outbound calls or excessive incoming calls from the same calling number
- Wangiri trigger monitoring for origination calls to high termination rate destinations with short duration (to trigger end-users to call back) for all calls over a 5-minute duration
- Analysis of recent and past Call Detail Records (CDRs) to benchmark against expected trends

STIR/SHAKEN Implementation

PRO OnCall Technologies, LLC has committed to VoIP Innovations that they are authenticating and verifying with STIR/SHAKEN voice traffic that originates and terminates on our network.

Commitment to Update Upon Material Change

In compliance with 47 CFR § 64.6305, PRO OnCall Technologies, LLC maintains a strict commitment to data accuracy within the FCC Robocall Mitigation Database. In the event of any material change to our network operations, upstream provider relationships, STIR/SHAKEN deployment capabilities, or corporate ownership structure, we will update our RMD certification and this Robocall Mitigation Plan within ten (10) business days of the change.