

Robocall Mitigation Plan

Voice service provider mitigation program

PROVIDER INFORMATION	DETAILS
Legal entity	VOIPLANET LLC
FCC Registration Number	0037143187
Business address	1942 Broadway St. STE 314C Boulder, CO 80302
Responsible contact	Joanne Quicksell, Chief Executive Officer
Telephone	(720) 719-5175
Email	joanne.s@voiplanet.com

1 Program purpose and scope

VOIPLANET LLC maintains a robocall mitigation program designed to prevent the origination, transmission, and termination of illegal robocalls on its network. The program combines customer vetting, call authentication, continuous traffic monitoring, investigation of suspicious activity, and prompt action against accounts associated with suspected illegal traffic.

The company applies onboarding checks before provisioning new customers and monitors subsequent call activity for indicators of misuse. Automated alerts and manual review support the identification of suspicious traffic. Complaint handling and traceback cooperation provide additional channels for identifying and addressing illegal robocall activity.

2 Responsible company contact

Joanne Quicksell, Chief Executive Officer, is the designated contact for robocall mitigation matters. Customers, downstream providers, traceback organizations, and enforcement authorities may contact VOIPLANET LLC using the telephone number or email address above.

VOIPLANET LLC is committed to maintaining cooperation with enforcement authorities and addressing reports concerning suspected illegal robocalls carried through its services.

Prevention and detection

3 Customer vetting before provisioning

All new customers undergo Know Your Customer verification, traffic pattern analysis, and business use validation before being provisioned. These checks establish the customer's identity and intended service use and support the identification of suspicious activity before access to the network is provided.

Customer vetting forms part of the company's broader mitigation program. Once service is active, traffic monitoring and review continue to identify activity that may indicate illegal robocalling. Suspicious traffic triggers automated alerts and manual review.

4 Call authentication framework

VOIPLANET LLC serves both end customers and other voice service providers. VOIPLANET LLC performs STIR/SHAKEN signing for IP-based calls originating from its end customers. Provider customers perform STIR/SHAKEN signing before sending their calls to VOIPLANET LLC. VOIPLANET LLC verifies incoming calls as part of its call authentication framework.

Calls received over time-division multiplexing, or TDM, that cannot be signed are subject to additional robocall screening. Call authentication operates alongside customer vetting and traffic monitoring as part of the overall mitigation program.

5 Continuous traffic monitoring and analysis

VOIPLANET LLC continuously monitors call traffic for patterns indicative of potential illegal robocall activity. Indicators include high call volumes accompanied by short call durations and dialing to invalid numbers.

The company uses traffic analytics to identify anomalies and support preemptive action. Suspicious patterns generate automated alerts and are subject to manual review. Monitoring findings are used to identify affected accounts and determine whether intervention is required under the company's response procedures.

Traffic analysis, customer vetting, and complaint investigations operate together to support detection. Reports received from customers, downstream providers, and traceback organizations are investigated through the company's mitigation process.

Response and cooperation

6 Action against suspected illegal traffic

Upon identification of suspected illegal robocall traffic, VOIPLANET LLC immediately suspends or terminates the corresponding accounts. This intervention is intended to stop the affected accounts from continuing the suspected activity through the company's services.

VOIPLANET LLC cooperates with traceback organizations and enforcement authorities in investigating and stopping illegal robocall activity involving its network.

7 Traceback cooperation and response

VOIPLANET LLC commits to responding within 24 hours to traceback requests from the Federal Communications Commission, law enforcement, and the industry traceback consortium. The company cooperates with these entities in investigating and stopping illegal robocallers that use its services.

The company collaborates with the USTelecom Industry Traceback Group and complies with valid traceback requests. Requests may be directed to Joanne Quicksell at joanne.s@voiplanet.com or (720) 719-5175.

8 Complaint handling

Complaints are logged, investigated, and responded to within 24 hours. Customers and downstream providers can report suspected illegal robocall activity directly to the company's designated contact by telephone or email.

The complaint process supports identification of affected traffic and accounts. Where investigation identifies suspected illegal robocall traffic, the company applies its suspension or termination procedures and cooperates with relevant traceback and enforcement activity.

9 Statement of commitment

VOIPLANET LLC affirms its commitment to compliance with applicable FCC regulations concerning illegal robocalls and to full cooperation with enforcement authorities. The company maintains the customer vetting, authentication, monitoring, response, and complaint handling measures described in this plan to mitigate illegal robocall traffic on its network.

Responsible company contact

Joanne Quicksell

Chief Executive Officer, VOIPLANET LLC

joanne.s@voiplanet.com | (720) 719-5175