

Robocall Mitigation Program Description

1. Company Information

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2. Overview of Robocall Mitigation Practices

VoipQ is committed to maintaining the integrity of its voice services by mitigating the origination of illegal and unwanted robocalls. In alignment with the FCC's requirements and industry best practices, VoipQ implements a multi-faceted robocall mitigation strategy as described below.

2.1 STIR/SHAKEN Protocol Implementation

VoipQ has implemented the STIR/SHAKEN authentication framework across the IP portions of its network. We use the following attestation levels when signing calls:

- Full Attestation (A): Calls originating from validated customers with verified number ownership.
- Partial Attestation (B): Calls from known customers using unverified numbers.
- Gateway Attestation (C): Calls received from external or unidentified sources.

2.2 Traffic Monitoring and Anomaly Detection

Our systems incorporate real-time and retrospective analytics to monitor traffic patterns. This includes:

- Detection of high-volume calling activity with short durations.
- Pattern recognition of sequential dialing or spoofing indicators.
- Internal flagging and escalation protocols for suspicious activity.

When abnormal behavior is identified, VoipQ promptly initiates an investigation and may take measures such as notifying the customer, suspending services, or blocking calls.

2.3 Customer Vetting and Risk Management

VoipQ enforces a stringent customer vetting process that includes:

- Identity verification and intended usage disclosures during onboarding.
- Ongoing monitoring for high-risk behavior or changes in traffic patterns.
- Tiered oversight, with enhanced monitoring for higher-risk clients.

Customers are also educated on legal telephony practices and their obligations under federal robocall regulations.

2.4 Call Blocking and Industry Collaboration

VoipQ actively employs call blocking measures informed by:

- Blacklists of known robocall sources.
- Industry traceback requests and shared intelligence.
- Real-time feedback mechanisms from our network and downstream partners.

We participate in collaborative efforts to identify and stop illegal robocall campaigns and share data where legally permissible.

3. Compliance and Traceback Support

VoipQ responds promptly to traceback requests from the USTelecom Industry Traceback Group (ITG) and other designated authorities. Our compliance team ensures that:

- Accurate call records are retained and retrievable for traceback efforts.
- A designated compliance officer is available to coordinate investigations and responses.

4. Certification and Reporting Obligations

VoipQ has certified its Robocall Mitigation Program with the FCC Robocall Mitigation Database. Updates and material changes are submitted on a timely basis in accordance with federal requirements.

5. Compliance Contact Information

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