

Robocall Mitigation Policy For A Plus Voice & Data, INC.

A. STIR/SHAKEN Implementation and Attestation Strategy

A Plus Voice & Data, INC recognizes the crucial role that STIR/SHAKEN has in combating CallerID spoofing and illegal robocalls. It is in the overall betterment for all users of voice telecommunications to assist in the implementation of STIR/SHAKEN.

OUR SERVICE PROVIDER *VOIP.MS* currently signs all our calls and has fully implemented the STIR SHAKEN protocol.

B. Customer Vetting Practices

A Plus Voice & Data, INC fully vets every customer using our services prior to implementation on our network to eliminate any illegal robocalls being originated on the network.

1. Confirmation of Identity: We collect customer information regarding physical location, contact person(s), entity's federal tax ID, and the nature of the business.

2. Continued Vetting: Customers are regularly scanned to assure that their call volume and use conform to their stated size and purposes for use.

3. Acceptable Use: Customers are bound to our Acceptable Use Policy that clearly forbids any and all robo-type calling or CallerID spoofing. Customers would be immediately suspended should any of this type activity be recognized on our network.

C. Telephone Number Validation

A Plus Voice & Data, INC screens each telephone number used on the network. Only numbers assigned by the company or provisioned by A Plus Voice & Data for the customer may be used as CallerID on the network

D: Traceback Cooperation

A Plus Voice & Data, INC is dedicated to assisting the FCC and Law Enforcement with any traceback requests or investigations.

1. Timely Response: All requests for traceback are to be handled with 24 hours whenever possible.

2. Single Point of Contact: A single point of contact has been assigned to receive traceback requests

E. Network Monitoring

A Plus Voice & Data, INC monitors customer Customer Detail Records to identify suspicious active regarding robocalls.

1. High Traffic Volume
2. Short Duration Calls
- 3 . Low Call Completion numbers
4. High number of calls to Invalid Numbers

F. Call Blocking

A Plus Voice & Data, INC. employs third-party analytics and STIR/SHAKEN (where implemented) to verify CallerID legitimacy

G. Know your Upstream Provider Procedures

A Plus Voice & Data, INC, an Intermediate Provider, maintains a "Know Your Upstream Provider" program ensuring that the provider maintains a commitment to prevent the transmission of robocalls.

H. Contact Information

Company Point of Contact

A Plus Voice & Data, INC
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Upstream Provider Point of Contact

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