

Robocall Mitigation Plan

Company Name: DIALIVA LLC

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1. Overview

DIALIVA LLC is a small/non-facilities-based VoIP provider that does not yet operate its own STIR/SHAKEN solution. Instead, the company relies on upstream carrier partners for call termination. In compliance with FCC rules (47 CFR § 64.6305(a)), the company has implemented a robocall mitigation program to prevent the origination of illegal robocalls on its network.

2. Traffic Monitoring and Controls

The company monitors call traffic patterns for anomalies, such as:

- High-volume short-duration calls.
- Invalid or unallocated caller IDs.
- Known robocall indicators flagged by industry databases.

Suspicious traffic is reviewed and, when necessary, blocked before reaching the PSTN.

3. Caller ID Validation

The company requires all customers to register and verify their caller ID(s) before use. Customers may only transmit caller IDs that they legally own or are authorized to use. Any violation results in immediate suspension of services.

4. Cooperation with Traceback Requests

The company commits to respond to traceback requests from the Industry Traceback Group (ITG), the FCC, or law enforcement within 24 hours.

The company maintains customer records sufficient to identify the source of suspicious traffic.

5. Customer Vetting and Onboarding

All new customers undergo Know-Your-Customer (KYC) checks, including business verification and traffic profile reviews.

The company prohibits high-risk traffic sources, such as auto-dialed scam campaigns or spoofed robocalls.

6. Enforcement and Compliance

Customers found to be originating unlawful robocalls are subject to immediate suspension or termination.

The company regularly reviews mitigation policies to align with FCC and industry best practices.

7. Future STIR/SHAKEN Implementation

The company acknowledges its obligation to implement STIR/SHAKEN when technically and economically feasible.

The company is actively evaluating solutions and may transition to partial or full implementation in coordination with upstream carriers.

Certification:

I certify that the above Robocall Mitigation Plan is true and accurate, and that DIALIVA LLC will comply fully with FCC robocall mitigation requirements.

Authorized Officer:

Name: NARENDRA SINGH

Title: CEO/ADMIN