

Robocall Mitigation Plan

Dura DVS, LLC d/b/a DVSAanalytics (DVS) has implemented a Robocall Mitigation Program, as documented below:

Know Your Customer Vetting Process

DVS implements a rigorous "Know Your Customer" (KYC) process, designed to adhere to all relevant legal requirements and to prevent new and renewing customers from using our network to originate illegal calls.

DVS strictly offers services to business customers upstream providers, who are required to submit proof of identity, location, ownership details and confirm that no robocalls will be presented across the DVS network. In addition, where required the originating customer will need to confirm that they are registered with the Robocall Mitigation Database and have implemented appropriate steps to ensure illegal robocalling is active or allowed.

Any DVS customer is prohibited from abusive, fraudulent, or illegal use of any of its services. Should a customers use its service for abusive, fraudulent, or illegal purposes, DVS is allowed to suspend or terminate service to that customer immediately.

Monitoring Plan

DVS actively monitors all traffic over its network utilising its own analytics and software and will only allow Caller ID numbers to be used when these numbers either belong to the customer sending the traffic, or the customer has provided evidence they are authorized to use these numbers. In addition, DVS continuously monitors for patterns consistent with robocall campaigns or fraudulent calls. If DVS detects a pattern consistent with illegal robocalls or otherwise has reason to suspect unlawful activity is taking place over its network, DVS will identify the party using its network to originate, route, or terminate these calls and take appropriate action. Such action may include, but is not limited to, initiating a traceback investigation, terminating, or suspending the party's ability to originate, route, or terminate calls on its network, and / or notifying law enforcement authorities.

Responding to Traceback Requests

DVS commits to respond within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. In addition, DVS ensures that all its customers are aware and have implemented a Traceback Request policy to enable full compliance with any requests within the appropriate legal timeframes. DVS maintains current and correct information about its customers so that it can provide accurate responses to traceback requests.

Point of Contact for Traceback Requests:

DVS Analytics

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