

Robocall Mitigation Plan for Hiatti

About Hiatti

Hiatti is a consumer-facing Voice Service Provider that offers voice services to individual end users through mobile applications distributed via the U.S. Apple App Store and the U.S. Google Play Store. Hiatti provides telecommunications services directly to consumers and does not offer wholesale voice services, SIP trunking, or application programming interfaces that would permit third parties to originate calls. All outbound calls are initiated manually by end users through the Hiatti iOS and Android mobile applications.

STIR/SHAKEN Implementation Status

Hiatti does not directly implement the STIR/SHAKEN authentication framework because it does not operate the network infrastructure required to perform call authentication, including SIP signaling, switching, or certificate management. Hiatti relies on its underlying carrier, Hiatti Carrier Services, to perform STIR/SHAKEN authentication at the network level. Hiatti Carrier Services has fully implemented the STIR/SHAKEN authentication framework across its entire network and ensures that all calls it originates are compliant with 47 CFR § 64.6301(a)(1) and (2).

Call Origination and Network Controls

Hiatti does not accept originated voice traffic from third-party providers and does not permit third parties to inject outbound call traffic into its network. All outbound voice calls are originated solely by Hiatti end users through the Hiatti iOS and Android applications using manual, user-initiated dialing interfaces. Hiatti does receive inbound calls from the public switched telephone network to Hiatti-assigned telephone numbers, allowing any PSTN caller to reach Hiatti customers in the ordinary course. Hiatti does not support automated dialing, robodialing, bulk calling, or campaign-based calling functionality.

Customer Verification and Terms of Service

Hiatti requires users to create accounts and agree to its Terms of Service prior to accessing voice functionality. Users are required to provide accurate, current, and complete information and are prohibited from using the service for illegal purposes, including robocalling, spoofing, fraud, or violations of applicable laws. Hiatti reserves the right to monitor service usage for compliance with its Terms of Service and applicable legal requirements and to restrict, suspend, or terminate accounts that engage in prohibited, abusive, or unlawful behavior.

Traffic Monitoring and Mitigation

Hiatti monitors consumer account activity for indicators of abusive or suspicious behavior, including abnormal call volumes, repetitive dialing patterns, or other usage anomalies inconsistent with typical consumer use. When potentially abusive activity is detected, Hiatti may restrict, suspend, or terminate the associated account. Hiatti coordinates with Hiatti Carrier Services to investigate suspected illegal robocall activity and relies on carrier-level analytics, monitoring, and enforcement measures implemented by Hiatti Carrier Services to further mitigate robocall risks at the network level.

Traceback Cooperation

Hiatti is committed to cooperating fully with traceback efforts. In the event of a traceback request from the Federal Communications Commission, law enforcement, or the industry traceback consortium, Hiatti will respond fully and within 24 hours. Hiatti will coordinate with Hiatti Carrier Services to investigate the source of suspected illegal robocalls and to take appropriate steps to stop such activity.

Enforcement History

Neither Hiatti nor any entity with which it shares common ownership, management, directors, or control has been the subject of a formal investigation or enforcement action related to illegal robocalls, caller ID spoofing, or deficiencies in robocall mitigation filings or programs.