

Robocall Mitigation Program Description

voipMD, LLC has implemented a Robocall Mitigation Program designed to prevent the origination and transmission of illegal, unwanted, or fraudulent robocalls on its network, consistent with FCC rules and the TRACED Act.

As part of this program, voipMD, LLC maintains policies and procedures to reasonably mitigate the risk that its network is used to originate or carry illegal robocalls. These measures include, but are not limited to:

- **Customer Vetting and Due Diligence:** voipMD, LLC performs reasonable due diligence on customers prior to service activation, including validation of customer identity, business purpose, and compliance with applicable laws governing outbound calling.
- **Traffic Monitoring and Analytics:** voipMD, LLC monitors calling patterns and traffic volumes for anomalous behavior indicative of potential robocall activity, including high call volumes, short-duration calls, and other suspicious indicators.
- **Investigation and Enforcement:** Upon detection of suspected illegal robocall activity or receipt of traceback requests, complaints, or law enforcement inquiries, voipMD, LLC promptly investigates the matter and takes appropriate corrective action, which may include traffic blocking, suspension, or termination of service.
- **Traceback Cooperation:** voipMD, LLC cooperates with industry traceback efforts, including responding to traceback requests from the Industry Traceback Group and other authorized entities in a timely manner.
- **Ongoing Review and Compliance:** The Robocall Mitigation Program is reviewed periodically and updated as necessary to address evolving threats, regulatory requirements, and industry best practices.

voipMD, LLC certifies that it has implemented the foregoing Robocall Mitigation Program and will take reasonable steps to prevent its network from being used to originate or transmit illegal robocalls.