

ROBOCALL MITIGATION PROGRAM DESCRIPTION

CHPros VoIP LLC

1. Overview

CHPros VoIP LLC is an interconnected VoIP provider serving end-user business customers within the United States. The company originates outbound voice traffic on behalf of its customers through its hosted VoIP platform.

2. STIR/SHAKEN Implementation

All outbound calls originated by CHPros VoIP LLC are authenticated in compliance with the FCC's STIR/SHAKEN framework pursuant to 47 CFR § 64.6301.

STIR/SHAKEN authentication is implemented through infrastructure provided by CoreDial, which performs call signing across the network. As a result, all originated traffic is subject to full STIR/SHAKEN implementation.

3. Customer Vetting and Onboarding

CHPros VoIP LLC maintains procedures to prevent illegal robocalling by:

- Verifying customer identity prior to service activation
- Executing written service agreements
- Validating business registration where applicable
- Monitoring high-risk traffic categories

4. Traffic Monitoring and Mitigation

The company monitors outbound call activity for anomalous patterns including:

- High-volume short-duration calls
- Rapid call bursts
- Unusual geographic calling patterns

If suspicious activity is detected, CHPros VoIP LLC will:

- Investigate the traffic
- Contact the customer
- Suspend or terminate service if necessary

5. Traceback Cooperation

CHPros VoIP LLC commits to respond to traceback requests from the Industry Traceback Group, the FCC, law enforcement, and upstream providers within 24 hours.

6. Ongoing Compliance

The company maintains a robocall mitigation program consistent with 47 CFR § 64.6305 and will update this plan as necessary to remain compliant with FCC regulations.