

Robocall Mitigation Program Description

Company Name: Isaak Dahle Associates

Date: 27 February 2026

Isaak Dahle Associates is committed to preventing the origination and transmission of illegal, unwanted, or fraudulent robocalls across our network. In compliance with FCC requirements and the TRACED Act, we have implemented the following Robocall Mitigation Program.

1. STIR/SHAKEN Implementation

Isaak Dahle Associates has implemented STIR/SHAKEN authentication technology on all IP-based voice traffic where technically feasible. This allows us and downstream carriers to verify the calling party's identity and reduce the risk of caller ID spoofing.

2. Traffic Monitoring and Analytics

We actively monitor outbound and inbound call traffic for suspicious patterns, including but not limited to:

- High-volume or burst calling behavior
- Short-duration calls
- Repeated calls to invalid or unassigned numbers
- Abnormally high call failure rates

Automated tools and manual review processes are used to identify potential robocall activity.

3. Customer Vetting and Onboarding

All customers are subject to identity verification and account validation prior to service activation. This includes:

- Collection of legal business name and contact information
- Verification of intended use of services
- Acceptance of our Acceptable Use Policy, which strictly prohibits illegal robocalling, spoofing, and fraud

High-risk customers or traffic profiles receive enhanced scrutiny.

4. Complaint Handling and Investigation

We promptly investigate complaints received from consumers, carriers, and regulatory authorities. When suspicious or illegal robocall activity is identified:

- Traffic is blocked or suspended as necessary

- The customer account is investigated
- Appropriate corrective action is taken, up to and including service termination

All complaints and actions taken are documented and retained for compliance purposes.

5. Blocking and Mitigation Actions

Isaak Dahle Associates employs reasonable mitigation measures including:

- Call blocking based on analytics and reputation scoring
- Rate limiting or suspension of suspicious traffic
- Coordination with upstream and downstream carriers when fraudulent activity is detected

We take immediate steps to prevent further transmission of illegal robocalls.

6. Ongoing Review and Program Updates

This Robocall Mitigation Program is reviewed regularly and updated as required to address new threats, regulatory changes, and evolving industry best practices.

7. Point of Contact

Isaak Dahle Associates maintains a designated point of contact for robocall mitigation issues:

Name: Dan Lewis

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