

Robocall Mitigation Program Description

1. Company Information

- **Provider Name:** Metro Voip LLC
- **FCC Registration Number (FRN):** 0038072617
- **Date of Implementation:** February 24, 2026
- **Contact Information:**
Jason Bartleman
President
sales@metrovoipusa.com
Office (952) 479-4470

2. Commitment to Compliance & Traceback

- Metro Voip LLC (Reseller) commits to complying with all applicable FCC rules regarding call authentication and mitigation.
- We pledge to cooperate with law enforcement, the FCC, and the industry traceback consortium, and to respond to all traceback requests within 24 hours.

3. STIR/SHAKEN Implementation & Responsibility

- io Tran LLC, SkySwitch (White Label Hosted PBX Platform Owners) and Metro Voip LLC are committed to the adoption of STIR/SHAKEN caller ID authentication standards to combat spoofing.

4. "Know Your Customer" (KYC) Procedures

To prevent illegal traffic io Tran LLC, SkySwitch & Metro Voip LLC adheres to strict onboarding and monitoring procedures for customers.

- **Customer Onboarding:** Metro Voip LLC collects and verifies customer information, including, but not limited to, physical business address, contact person and the nature of their business.
- **Contractual Terms:** Our service agreements explicitly prohibit the origination of illegal or spam traffic. Customers violating this policy are subject to immediate service termination.

5. Technical Mitigation & Monitoring

- **Traffic Analysis:** We analyze Call Detail Records (CDRs) to identify unusual patterns, such as a high volume of short-duration calls, which may indicate illegal automated activity.
- **Blocking/Filtering:** We employ mechanisms such as:
 - **Do Not Originate (DNO) Lists:** We actively block calls originating from numbers on known DNO lists (e.g., invalid numbers, unallocated numbers, or numbers known to be used for scams).
- **Action Plan:** When suspicious traffic is detected, we [warn the customer / throttle traffic / terminate service].

6. Mitigation for Non-Gateway/Intermediate Providers (if applicable)

- For calls transiting our network, we ensure we do not accept traffic from non-compliant providers listed in the RMD (Robocall Mitigation Database).

7. Certification and Filing

Metro Voip LLC has registered and certified this Robocall Mitigation Program Description in the FCC's Robocall Mitigation Database. We will update our filing annually or whenever information changes.