

ROBOCALL MITIGATION PLAN

Bizitel Limited

Date: 4 March 2026

1. Company Information

Company Name	Bizitel Limited
Registered Address	Rhodes Minnis, Kent, United Kingdom
Country of Incorporation	United Kingdom
Primary Contact	Anthony
Email	support@bizitel.com
Website	bizitel.com
Nature of Service	International VoIP calling services
Upstream Carrier	DIDLogic (for US termination)

2. STIR/SHAKEN Implementation Status

Bizitel Limited is a UK-registered VoIP service provider offering international calling services. Calls terminating to US numbers are routed exclusively via our upstream carrier, DIDLogic, which is responsible for STIR/SHAKEN signing and attestation on all US-bound traffic.

Bizitel Limited does not directly originate calls onto the US PSTN and does not hold NANP numbering resources. Accordingly, our STIR/SHAKEN implementation status is as follows:

STIR/SHAKEN Status	Details
Implementation Level	Not implemented — US termination handled by upstream carrier (DIDLogic)
Responsible Party for Signing	DIDLogic (upstream termination carrier)

3. Robocall Mitigation Programme

Although Bizitel Limited does not have a STIR/SHAKEN implementation obligation, we have implemented the following reasonable steps to ensure we do not originate or facilitate illegal robocalls:

3.1 Customer Verification (KYC)

- All users are required to register with a valid mobile phone number, which is verified via one-time passcode (OTP) before account activation.
- Users must complete identity verification before making calls, including submission of name and contact details.

- Accounts showing suspicious registration patterns are flagged for manual review before activation.

3.2 Balance-Based Call Controls

- All outbound calls require a positive pre-paid balance. There is no post-paid or unlimited calling that could be exploited for high-volume robocalling.
- Each call is individually authorised by our backend system prior to the SIP INVITE being sent, checking balance, destination, and fraud flags in real time.
- Maximum call duration limits are enforced per call session to prevent runaway usage.

3.3 Real-Time Fraud Detection

- Our system monitors call patterns in real time. Accounts placing an unusually high volume of calls in a short period are automatically suspended pending review.
- Calls to known high-risk or premium rate number ranges are blocked at the dialplan level.
- Automated alerts are triggered when a single account exceeds defined call volume thresholds within a one-hour window.

3.4 Caller ID Policies

- Bizitel does not permit customers to set arbitrary caller IDs. Outbound caller ID is controlled at the platform level and is set to either anonymous or a verified DID associated with the service.
- Caller ID spoofing to impersonate emergency services, government agencies, or other entities is technically prevented and contractually prohibited.

3.5 Terms of Service Enforcement

- Our Terms of Service explicitly prohibit use of the platform for robocalling, telemarketing, auto-dialling, or any form of unsolicited calling.
- Accounts found in violation are immediately suspended and reported to our upstream carrier.
- We cooperate fully with law enforcement and regulatory requests regarding illegal calling activity.

3.6 Upstream Carrier Compliance

- All US-bound calls are routed exclusively through DIDLogic, a carrier registered in the FCC Robocall Mitigation Database and compliant with STIR/SHAKEN requirements.
- We rely on DIDLogic to apply appropriate STIR/SHAKEN attestation levels to all traffic terminating on the US PSTN.

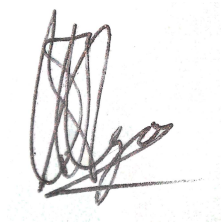
4. Certification

I, the undersigned, as an authorised officer of Bizitel Limited, hereby certify that:

- The information contained in this Robocall Mitigation Plan is true and accurate to the best of my knowledge.
- Bizitel Limited does not knowingly originate, transmit, or facilitate illegal robocalls.
- Bizitel Limited will update this plan within 10 business days of any material change to our practices or upstream arrangements.
- Bizitel Limited will cooperate with all lawful requests from the FCC, law enforcement, or authorised regulatory bodies regarding robocall mitigation.

Authorised Signatory:

Date:



4th March 2026

Date signed

Signature

Full Name:

Anthony Igoe

Position:

Director