

Robocall Mitigation Plan for KnoxSupport LLC

1. Introduction [Your Company Name] is a Voice Service Provider providing interconnected VoIP services to end-users. We operate as a non-facilities-based reseller, utilizing the network infrastructure and upstream connectivity provided by **VoIP.ms (FRN: 0021319249)**. This plan outlines the specific, reasonable steps we take to prevent the origination of illegal robocalls on our network.

2. Know Your Customer (KYC) Procedures KnoxSupport LLC implements strict "Know Your Customer" protocols to ensure our services are not used for illegal purposes:

- **Identity Verification:** We require all customers to provide a valid business name, physical address, and verifiable contact information.
- **Vetting:** For business accounts, we verify the entity's legitimacy through public records or tax IDs before provisioning high-volume outgoing trunk services.
- **Service Agreements:** Our Terms of Service explicitly prohibit illegal robocalling and spoofing. We reserve the right to suspend or terminate any account immediately upon discovery of fraudulent activity.

3. Know Your Upstream Provider We rely on **VoIP.ms** as our primary upstream carrier. We have verified that VoIP.ms is registered in the FCC Robocall Mitigation Database and complies with STIR/SHAKEN standards. We utilize their STIR/SHAKEN attestation services to ensure our customers' legitimate calls are correctly signed before being passed to the PSTN.

4. Monitoring and Analytics To identify and mitigate suspicious traffic, we perform the following:

- **Traffic Analysis:** We monitor internal Call Detail Records (CDRs) for signatures of illegal robocalling, such as unusually high call volumes, low completion rates, or short-duration calls.
- **Account Limits:** We set reasonable limits on the number of concurrent calls and calls-per-second (CPS) based on the customer's business profile to prevent automated dialer abuse.

5. Traceback Cooperation KnoxSupport LLC fully commits to cooperating with the FCC, law enforcement, and the Industry Traceback Group (ITG). We will respond to all traceback requests within **24 hours** to identify the source of any traffic in question.