

Erik Wiens d/b/a NovaTone Telephone & Simpli-Fi Tech Solutions Robocall Mitigation Plan

This Robocall Mitigation Plan is submitted by Erik Wiens d/b/a NovaTone Telephone & Simpli-Fi Tech Solutions pursuant to the provisions of 47 C.F.R. § 64.6305, adopted by the Federal Communications Commission (FCC) which require all “voice service providers” to establish a “robocall mitigation plan”. This document sets forth the Provider’s current policies and procedures designed to reduce or eliminate outbound illegal robocalls originating on its network. The Provider views these policies and procedures as constituting “reasonable steps” to avoid the origination of illegal robocalls on its network and in addition to following these steps the Provider commits to responding to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG), and to cooperate with such entities in investigating and stopping any illegal robocallers that may use its service to originate calls.

1. The Company has implemented STIR/SHAKEN and has engaged an STI-Certificate Authority (STI-CA) service provider for Company. The STI-CA will interact with the STI-Policy Administrator (STI-PA) on Company’s behalf to ensure that (1) only vetted and approved customers are authorized to sign calls and (2) such customers’ calls are signed exclusively with certificates that have been issued by the national level.
2. The Company’s experienced telecommunications personnel continually monitor our network to identify and mitigate any irregular traffic patterns to reduce fraudulent and/or illegal robocall traffic. When the Company identifies potentially fraudulent, abusive, suspicious, or robocalling traffic patterns; it acts swiftly to mitigate this activity. Mitigation includes, but is not limited to, (1) blocking or rejecting known fraudulent/abusive traffic or invalid calling numbers utilizing the appropriate Session Initiation Protocol (SIP) response codes, (2) blacklisting a known abusive number, (3) tracing the call traffic back to the originating party, (4) reporting instances of irregular traffic activity to our carrier customer, (5) requiring the customer to remediate and detail the cause of said irregular traffic, (6) taking action such as suspension or termination for violations.

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3. The Company utilizes the Reassigned Numbers Database (RND) to verify if a US geographic or Toll-Free telephone number has been permanently disconnected and the date of the most recent permanent disconnection of said number.