

Intelligent Voice Communication LLC

ROBOCALL MITIGATION PLAN Filed in the FCC Robocall Mitigation Database

1. COMPANY OVERVIEW

Intelligent Voice Communication LLC is a voice service provider offering interconnected VoIP services within the United States. This Robocall Mitigation Plan is filed in accordance with 47 CFR § 64.6305 and describes the policies and procedures implemented to prevent the origination and transmission of illegal robocalls.

2. SCOPE OF MITIGATION PROGRAM

The Company applies this mitigation program to all voice traffic originating on, transiting through, or terminating on its network, including both retail and wholesale services. The Company maintains a zero-tolerance policy for illegal robocalls, caller ID spoofing, traffic pumping, and violations of applicable federal and state laws.

3. STIR/SHAKEN IMPLEMENTATION

Intelligent Voice Communication LLC has fully implemented the STIR/SHAKEN caller ID authentication framework across all IP-based voice traffic in compliance with 47 CFR § 64.6301. The Company assigns full (A-level) attestation where it has a direct authenticated relationship with the customer and has verified the customer's right to use the calling number. Any traffic that cannot be authenticated is subject to enhanced mitigation measures.

4. CUSTOMER ONBOARDING AND DUE DILIGENCE

The Company employs a Know Your Customer (KYC) process prior to service activation. Customers must provide business formation documents, identification of principals, beneficial ownership information, campaign descriptions, sample scripts, consent procedures, TCPA compliance policies, dialing platform information, and proof of number authorization. High-risk customers are subject to enhanced due diligence, including traffic limitations and compliance review.

5. TRAFFIC MONITORING AND ANALYTICS

The Company utilizes automated monitoring systems and analytics tools to evaluate traffic patterns and identify potential illegal robocall activity. Monitoring includes detection of high-volume anomalies, short-duration calls, and suspicious calling behavior. The Company takes immediate action upon identification of potentially unlawful traffic.

6. TRACEBACK COOPERATION

Intelligent Voice Communication LLC participates in industry traceback efforts and responds to traceback requests from the Industry Traceback Group (ITG), federal and state agencies, and law enforcement within 24 hours. The Company maintains records sufficient to support traceback investigations and will block confirmed illegal traffic.

7. CALL AUTHENTICATION AND NUMBERING POLICIES

The Company requires that all caller ID information be associated with valid, assigned, or authorized telephone numbers. Calls presenting invalid, unallocated, or unauthorized numbers are blocked. Caller ID spoofing and unauthorized number rotation are prohibited.

8. MITIGATION AND ENFORCEMENT ACTIONS

In the event of suspected illegal robocall activity, the Company will investigate and may take immediate action, including call blocking, traffic restrictions, suspension, or termination of service. Customers failing to remediate identified issues will be permanently removed from the network.

9. COMPLIANCE GOVERNANCE

The Company maintains internal compliance procedures, including the designation of a Robocall Mitigation Officer responsible for oversight, periodic audits, policy enforcement, and employee training related to robocall mitigation.

10. RECORD RETENTION

The Company retains records related to customer onboarding, STIR/SHAKEN attestation, traffic monitoring, traceback requests, and enforcement actions for a minimum of five (5) years and makes such records available to regulators upon request.

11. CERTIFICATION

Intelligent Voice Communication LLC certifies that it has fully implemented STIR/SHAKEN for all IP-originated traffic and has established effective robocall mitigation practices for any non-IP or unsigned traffic. The Company commits to updating its Robocall Mitigation Database filing as required by the Federal Communications Commission.

12. CONTACT INFORMATION FOR TRACEBACK AND COMPLIANCE

Traceback and compliance inquiries may be directed to the Company's designated Robocall Mitigation Officer. Contact details will be maintained in the FCC Robocall Mitigation Database and updated as necessary.