



Federal VOIP LLC is a U.S.-based voice service provider serving business end-users. Federal VOIP LLC does not originate or facilitate illegal robocall traffic and does not operate any outbound predictive dialers or automated robocall platforms.

All outbound calls from Federal VOIP LLC's customers are delivered over the SkySwitch telecommunications platform. SkySwitch has fully implemented STIR/SHAKEN on its IP networks and signs calls in accordance with FCC rules. As a result, all calls originated by Federal VOIP LLC's customers are subject to STIR/SHAKEN authentication as they traverse SkySwitch's network.

Federal VOIP LLC maintains the following robocall mitigation practices:

1. Customer Vetting:
 - Verifies the identity and legitimacy of each new customer prior to activation (business EIN, contact details, service use case).
 - Prohibits the use of services for illegal robocalling in its Terms of Service.
2. Traffic Monitoring and Controls:
 - Monitors traffic patterns for abnormal calling behavior (e.g., high-volume short-duration calls, suspicious destinations, or complaint-driven signals).
 - Reserves the right to immediately suspend or terminate service for customers engaged in suspected illegal robocalling or abusive calling patterns.
3. Cooperation with Traceback and Enforcement:
 - Responds promptly to traceback requests from the Industry Traceback Group (ITG), law enforcement, and the FCC, typically within 24 hours of receipt.
 - Cooperates with enforcement agencies and upstream partners to identify and stop illegal robocall traffic.
4. Complaint Handling:
 - Investigates any robocall or spam-call complaints it receives about its numbers or customers.
 - Takes corrective action up to and including service termination where appropriate. Federal VOIP LLC is committed to preventing the origination and transmission of illegal robocalls on its network and to complying with all applicable FCC robocall mitigation and STIR/SHAKEN requirements.

