

ROBOCALL MITIGATION PLAN

1. Company Information

Company Name: gvoip-call

Contact Name: Michael Matos

Email: admin@gvoip-call.com

Abuse Contact: abuse@gvoip-call.com

Service Type: VoIP / Call Termination / Call Center Services

2. Description of Services

Our company provides VoIP telecommunications services, including outbound and inbound calling.

Traffic types include customer service calls, notifications, and call center operations.

We do not originate illegal robocalls or fraudulent traffic.

3. Traffic Origination & Control

All traffic is generated by internal systems and authorized users.

Caller IDs are assigned, authorized, or verified through internal processes.

Unauthorized spoofing is not permitted.

4. Know Your Customer (KYC)

We apply basic KYC procedures including name, contact information, and intended use of service.

Accounts suspected of fraud are suspended immediately.

5. Traffic Monitoring & Analytics

We monitor call volume, patterns, and anomalies.

Suspicious traffic is blocked and investigated.

6. Mitigation Actions

We limit CPS, block suspicious traffic, and enforce policies.

7. STIR/SHAKEN Implementation

We rely on upstream providers for STIR/SHAKEN authentication and call signing.

8. Complaint Handling

Complaints are handled via abuse@gvoip-call.com and investigated promptly.

9. Compliance Statement

We comply with FCC regulations and maintain a robocall mitigation program.

10. Signature

Name: Michael Matos

Position: Administrator

Date: 2026