



# Robocall Mitigation Plan

**Filing Entity:** On-VoIP

**Effective Date:** May 13, 2026

**Implementation:** STIR/SHAKEN (via Telnyx)

**Regulation:** 47 C.F.R. § 64.6305

## I. PROGRAM OVERVIEW

On-VoIP provides this Robocall Mitigation Plan (RMP) to certify our commitment to a secure telecommunications ecosystem. We utilize the STIR/SHAKEN authentication infrastructure provided by our upstream carrier, **Telnyx**, while maintaining robust manual and automated vetting protocols to prevent the origination of illegal traffic.

## II. KNOW YOUR CUSTOMER (KYC)

Our mitigation strategy begins with comprehensive identity verification for all customers:

- **Business Clients:** Required submission of Employer Identification Number (EIN) and verification of corporate registry status.
- **Residential Users:** Verification of legal identity and physical service address.
- **Prohibited Use:** All customers agree to an Acceptable Use Policy (AUP) that strictly prohibits automated dialing and illegal spoofing.

### 24-Hour Traceback Mandate

On-VoIP commits to responding to all traceback requests from the Industry Traceback Group (ITG), the FCC, or federal law enforcement within **24 hours** of receipt, as mandated by federal regulations.

### III. MONITORING AND ENFORCEMENT

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On-VoIP actively monitors its network for traffic patterns consistent with illegal robocalling, such as high-volume, short-duration (HVSD) bursts. We reserve the right to immediately suspend or terminate any account found in violation of our anti-robocalling policies.