

Robocall Mitigation Plan

Sipspark LLC

1. Sipspark LLC commits to respond to all traceback requests from the Industry Traceback Group within 24 hours, and in a timely manner to requests from Federal Communications Commission, law enforcement and others. Sipspark LLC cooperates with such entities in investigating and stopping any illegal robocallers from using its services to originate calls, and to ensure that all voice traffic that originates on its network is subject to this robocall mitigation program.
2. Sipspark LLC screens all applicants for its services to determine if they are intending to use such services for auto-dialing from a database of numbers for purposes of telemarketing without having received written permission from the called parties, and maintains a record of relevant information on all customers who originate or forward telemarketing traffic. Calls to wireline numbers for purposes of political campaigning, market research or polling are deemed legal.
3. Sipspark LLC requires by contract that all users of its services comply with applicable laws prohibiting illegal robocalling and providing for blocking and/or termination of services for those that breach such provisions.
4. Sipspark LLC continuously monitors calling patterns in and out of our network to identify fraudulent traffic, including robocalling, traffic pumping, and international toll fraud. Sipspark LLC will block services to a customer if it determines that the customer is using the services for any illegal activities, including robocalling. Such customer's agreement will be terminated if the violation is determined to be intentional.
5. Sipspark LLC will only accept off network traffic for termination from third party carriers that are registered in the Robocall Mitigation Database and signed with STIR/SHAKEN certificate.
6. Sipspark LLC filters and blocks traffic from known bad actors based on IP address, STIR/SHAKEN identity and other methods. Calls are also filtered based on Do Not Originate, Do Not Call, proprietary black list, and other identifiers.
7. Sipspark LLC strictly limits the capabilities of new accounts until the new customer completes a written verification process that includes a live phone call with a support representative to confirm identity and that they represent the company they have enrolled on behalf of.
8. For regulatory purposes, Sipspark LLC treats SMS and MMS traffic the same as phonecalls and applies the same protocols and policies.

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