

jambonz Voice AI Platform

Robocall Mitigation Plan

July 2026

Purpose

As a provider in the national telephone ecosystem, jambonz has a corporate interest and legal obligation to protect the operation of the national phone system and its customers. This Robocall Mitigation Plan documents the technical and operational measures that jambonz utilizes to discourage and mitigate robocall activity on its network.

jambonz operates as a VoIP based voice services platform that originates and processes calls over IP networks. jambonz provides SIP connectivity to its customers. PSTN interconnection and numbering resources are provided through upstream carrier partners. jambonz does not directly administer NANPA numbering resources.

Certification

In submitting this RMP with the FCC, jambonz states that: (a) all the calls it originates, carries or processes on its network are subject to this RMP. For purposes of this Plan, “originates” refers to VoIP calls initiated through the jambonz platform, and “processes” refers to real time audio handling and AI generated voice responses. jambonz does not function as a traditional intermediate or transit carrier; any PSTN termination is performed through interconnection with upstream carrier partners. (b) its prior certification has not been removed by Commission action and (c) it has not been prohibited from filing in the Robocall Mitigation Database (“RMD”) by the Commission. jambonz’s RMP, which has been uploaded into the RMD, reflects the “reasonable steps to mitigate illegal robocall traffic” and “a commitment to respond within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping illegal robocallers that use its service to originate, carry, or process illegal robocalls.” jambonz states that during the past two years, it (and/or any entity for which jambonz shares common ownership, management, directors, or control) has not been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient RMD certification or mitigation program description.

Mitigation Measures

1. Customer Signup

During signup we verify the identity of the customer with the credit card issuer to ensure that a fake card is not being used. jambonz sales people also directly contact enterprise customers to vet them prior to onboarding.

For those customers that request voice services from jambonz, we require they meet with our sales team and describe in detail their service offerings and intended usage of the voice service. This information is documented as part of the KYC process and stored in our ticketing system.

2. Access

jambonz services run on AWS and we use rate limiting as well as fraud protection software from apiban.org to detect and block known spam callers.

3. Rate Limiting

We restrict how many requests customers can send to our services during a given time window. Outbound calling activity is subject to monitoring for anomalous traffic patterns, and jambonz may restrict, suspend, or terminate accounts exhibiting suspicious activity.

4. Incident Response

We participate in and act on reports from industry partners including the USTA Industry Traceback Group (ITG), and 382 Communications. Where applicable, call authentication and related network level controls are implemented in coordination with upstream carrier partners. Reports of Acceptable Use Policy (AUP) violations, including robocalls, are reviewed and responded to within 24 hours, as prescribed by our agreement with our carriers. Reports include those generated through automated internal or external analytics, as well as reports from individual users and customers. jambonz's contracts with its end users and upstream providers include AUP requirements subject to enforcement via automated analytics and manual review.

5. Third Party Analytics

jambonz does not use third party analytics vendors for outbound telephony.

6. Training

jambonz has implemented a training program that focuses on personnel and their understanding of the Robocall Mitigation Plan. Specifically focusing on the onboarding of new customers/renewals and how to ensure that sales personnel understand the prerequisites for any new customer/renewal and how it supports the Robocall Mitigation Plan. The training focuses on instructing employees on illegal robocall concerns, traceback requests, and regulatory requirements.

7. Terms of Service

jambonz's services enable AI generated voice functionality. Customers are contractually required to comply with all applicable telemarketing, consent, caller identification, and anti spoofing laws, including those applicable to artificial or prerecorded voices. jambonz may suspend or terminate accounts engaged in unlawful robocall activity and will cooperate with upstream carriers and traceback entities in investigating and mitigating suspected violations.

Company, Principals and Affiliates

Legal Company Name

FirstFive8, Inc.

Principals

David Horton, Founder/CEO

Affiliates

None

Employee Responsible for Addressing Robocall Mitigation

FCC, ITG, and law enforcement agencies:

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Revision History

Description	Revision Date
Initial filing	July 7, 2026