TOPVOIP INC

ROBOCALL MITIGATION PLAN

TOPVOIP is committed to cooperating with the Federal Communications Commission (FCC) in preventing and mitigating illegal robocalls. This report describes the status and specific measures that the company has implemented to prevent and mitigate robocalls.

Know Your Customer

The company follows a meticulous procedure on getting to know clients, especially during

onboarding. If new clients are onboard, we adhere to a comprehensive procedure to familiarize ourselves with them. This process includes conducting background checks, credit assessments, and manual verification procedures.

Traceback Requests

The company commits to fully cooperating with FCC and the law enforcement within 24

hours to all traceback requests in the event of investigating and stopping illegal robot callers from using the company's services.

TOPVOIP is committed to cooperating with the Federal Communications Commission and has underlying providers from which it receives voice

traffic:

Name: Anna Alvarez

Mailing Address: VoIP Innovations, P.O. Box 5047, Greensburg, PA 15601

Phone Number: 480-889-7583

Email: aalvarez@sangoma.com

The underlying providers comply with the Commission's STIR/SHAKEN standards and robocall mitigation regulations in all aspects when delivering voice traffic. The company, in collaboration with its providers, works diligently to prevent illegal robocalls, ensuring strict adherence to regulatory requirements. Additionally, the company and its providers cooperate fully in response to traceback requests, assisting authorities in identifying and addressing sources of fraudulent calls.

The Company reserves the right to refuse traffic from any party at any time where robocalling or use of originating numbers that are not valid or they are not authorized to use has occurred or is suspected. The Company can block the originating number(s), terminating number(s), trunk(s) or customer, including termination of customer relationship to prevent robocalling, invalid originating number or spoofed origination number transiting the Company's networks.

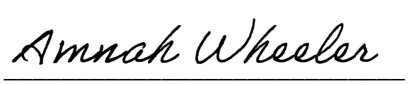
STIR/SHAKEN Compliance

The Company implements STIR/SHAKEN authentication in the IP portions of its network and maintains its own Service Provider Code (SPC) token and associated digital certificate. The Company signs outbound calls using its own SPC credentials and retains fully regulatory responsibility for certificate management, private key security, and attestation level assignments.

Traffic Monitoring and Enforcement

The Company reserves the right to refuse or block traffic from any party were illegal robocalling, spoofing, or use of unauthorized or invalid originating numbers is detected or suspected. The Company may block originating numbers, terminating numbers, trunks, or suspend or terminate customer accounts to prevent unlawful traffic from transiting its network

With Best Regards
Amnah Wheeler
Founder & CEO



Company Officer – Signatory