



IT Vocal LLC
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Las Vegas, NV 89107-2623

Robocall Mitigation Plan

March 7, 2024

I. Know Your Customer Efforts

IT Vocal has completed a review of existing customers to ensure each entity is aware of the voice traffic being originated using IT Vocal's services. All new customers are onboarded via a manual process and must agree to contracts including terms of service prohibiting robocalling.

II. Monitoring

IT Vocal monitors traffic patterns and statistics such as Originating Customer, Terminating Destinations, ASR, ALOC, and short call percentages to ensure the network has not been compromised. Abnormal behavior is escalated to the offending customer and blocked until the customer has rectified the issue.

III. Rate Limiting

IT Vocal implements strict channel limits for retail customers computed based on the number of extension subscriptions. Wholesale customers must justify the number of channels needed and utilize those channels. Routine audits validate the number of channels a customer is using to adjust the limits accordingly.

IV. Call Blocking

IT Vocal has capabilities to block calls based on Caller ID, Trunk Group, IP address, and full customer account. Blocking is currently a manual process with ongoing efforts to integrate systems with service providers able to provide automatic blocking. If a customer sends unauthorized robocalls, the account and associated trunks are shut down for investigation. Repeat offenders will have their account and services terminated permanently.

V. STIR / SHAKEN Implementation

IT Vocal completed all applicable test cases with the Policy Administrator to obtain a certificate from a Certificate Authority. All calls are now signed and attested appropriately with a valid certificate.

VI. Traceback

IT Vocal responds to all traceback requests in a timely manner, typically within 6 hours. Carriers may contact the NOC at noc@itvocal.com or +1-702-935-2600 opt 1.

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