

October 25, 2023

Federal Communications Commission
45 L Street NE
Washington, DC 20554

NewWave Consulting Inc Robocall Mitigation Plan

NewWave Consulting Inc. is a switchless reseller of IT and phone services, and as such does not have the ability to implement STIR/SHAKEN procedures in house and partially rely on our upstream carrier Vitelity and it's robocall mitigation strategy including STIR/SHAKEN.

Traceback Requests

NewWave Consulting Inc. and our upstream provider, Vitelity, commits to respond to all traceback requests for the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium and to cooperate with these entities in investigating and stopping any illegal robocallers from using our services to originate calls, and that all voice traffic that originates on our network is subject to the robocall mitigation program.

Know Your Customer

All NewWave Consulting Inc. users (clients) are small businesses with less than 30 handsets and only a less than 5 DID's per business entity. We screen all clients for use of services to determine if they are intending to use services such as autodialing from a database for telemarketing, political campaigning, market research, polling, or any other mass call operations. We validate any new client through face to face verification and an existing relationship with the client prior to providing VoIP services. In addition we limit capabilities including but not limited to area code selection, call volume, call frequency, and IP restrictions.

Terms of Service

NewWave Consulting Inc. requires by all clients comply with all applicable laws prohibiting illegal robocalling and provides for blocking and/or termination of their service for not following these provisions. NewWave Consulting Inc and Vitelity monitor and evaluate call patterns in and out of our systems to identify issues including but not limited to fraudulent traffic, including robocalling, and toll fraud. And as such we will block and or terminate services to a client if we determine that the client is using their service for any illegal activity including but not limited to robocalling. We will only accept off network traffic for termination from their party carriers that are in the Robocall Mitigation Database.

If there are questions, comments, or concerns regarding this plan, or it's procedures please contact our office.

Thank You,



Nick Moody

President

NewWave Consulting Inc