

Insight Technology LLC
Robocall Mitigation Plan

Updated: September 2025

Introduction

This document details the steps taken by Insight Technology LLC (“Insight” or “Company”) to avoid originating illegal robocalling.

Insight provides resold interconnected VoIP services to business subscribers in Pennsylvania. It does not own or control facilities that would enable it to implement the STIR/SHAKEN authentication framework. Accordingly, the Company is exempt from a STIR/SHAKEN implementation obligation. *See First Caller ID Authentication Report and Order*, 35 FCC Rcd at 3241, para. 40; 47 CFR Section 64.6304(b).

Know Your Customer

The Company serves only business customers that utilize these services for their direct business use only. Insight customers are clearly identified at the following levels via the identifiers which include but are not limited to: EIN, Organizational Leadership Team, service address locations, email addresses etc.

The Company will not activate clients that provide anonymous information or where data mismatches are found. Additionally, prospective customers must agree to the Company’s strict policies and contractual terms prohibiting illegal and/or fraudulent calling as a condition of doing business. The terms and conditions state that a customer’s service will be terminated if they are found to engage in such calling.

Traceback Requests

The Company is committed and will respond fully within 24 hours to all traceback requests from the FCC, law enforcement agencies, and the Industry Traceback Consortium and will cooperate with these agencies to investigate and stop any illegal robocallers that use its service to originate calls. The Company devotes sufficient resources to provide prompt and complete information to traceback requests. The Company’s points of contact to handle all traceback requests are:

William Gallagher, CEO
gbill@insight-tech.net

Upon receipt of a traceback request, the Company can pull customer call logs. If a traceback exposes an existing customer as the source of illegal robocalls, the Company will contact the customer for an explanation and verification that the traffic will be discontinued. If the Customer fails to discontinue the calling immediately, the Company will discontinue service to the offending customer.

Telephone Numbers

The Company confirms a customer's right to use a telephone number by properly obtaining documentation to allow authorized porting of a number onto our service.

International Calling

The Company does not sell services to international call originators using North American Numbering Plan Numbers.

Call Analytics

As a reseller, the Company relies on its underlying providers and/or their third-party vendors to determine if originating calls should be blocked based on call analytics. The Company has not contracted with a third-party to perform call analytics.

Contact for Robocall Mitigation-Related Issues

The Company will update its Robocall Mitigation filings within 10 business days of any change to the information outlined in this plan. Please direct any questions related to Robocall Mitigation issues to:

William Gallagher, CEO

gbill@insight-tech.net