



RE: J2 IT Group, LLC's Robocall Mitigation Plan

1. J2 IT Group, LLC ("J2 IT") is a managed service provider ("MSP") that offers limited, incidental interconnected VoIP services to small to mid-sized business end-users as part of its managed service offerings. J2 IT maintains a robocall mitigation plan consistent with 47 C.F.R. § 64.6305.
2. J2 IT provisions telephone numbers and SIP trunks through its underlying wholesale carrier partner, VoIP Innovations, which provides PSTN interconnection and associated call routing. End-user outbound calls route from customer endpoints through VoIP Innovations' interconnection for all routing to the PSTN. J2 IT does not accept third-party traffic for transit.
3. J2 IT does not control the network infrastructure required to perform call authentication and signing. Call routing and PSTN interconnection are provided solely by VoIP Innovations. Consistent with FCC requirements, J2 IT relies on its upstream carrier partner for STIR/SHAKEN call authentication where applicable, and coordinates with the upstream carrier partner on traceback, mitigation, and enforcement actions.
4. J2 IT primarily serves established small to mid-sized business end-users and has a direct working relationship with its customers, therefore customer validation is relationship-driven and supported by standard account documentation, including confirming customer's identity and business presence, legal business name, address, responsible contact and payment details.
5. J2 IT screens all applicants for its services to determine if they intend to use such services for autodialing from a database of numbers for purposes of telemarketing without having received written permission from the called parties. Calls to wireline numbers for purposes of political campaigning, market research or polling are deemed legal.
6. As an added precaution, J2 IT severely limits the capabilities of new accounts until the new customer completes a verification process that includes a live phone call with a support representative to confirm that the customer is who they say they are and represent the company they have signed up on behalf of.
7. J2 IT requires by contract that all users of its services comply with applicable laws prohibiting illegal robocalling and providing for blocking and/or termination of services for those that breach such provisions.
8. J2 IT continuously monitors calling patterns in and out of our network using VoIP Innovations analytics to identify fraudulent traffic, including robocalling, traffic pumping, and international toll fraud. J2 IT will block services to a customer if it determines that the customer is using the services for any illegal activities, including robocalling. Such customer's agreement will be terminated if the

violation is determined to be intentional.

9. J2 IT receives upstream voice services only from VoIP Innovations for numbering and interconnection. J2 IT maintains a contractual relationship with its upstream carrier partner, confirms appropriate regulatory standing, and coordinates with the upstream carrier partner on suspected illegal traffic, blocking/labeling feedback, and traceback requests.

10. J2 IT remains committed to protecting consumers, upholding industry standards, and contributing to the elimination of illegal robocalls.

11. J2 IT commits to respond fully to all traceback requests within 24 hours from the Federal Communications Commission, law enforcement and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocallers from using its services to originate calls, and that all voice traffic that originates on its network is subject to this robocall mitigation program.

If there are any questions or concerns regarding this plan, please contact my office.

Thank you,



John Horger

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