

Robocall Mitigation Plan

Company Name: Intelligent Technical Solutions, LLC

SIP Provider: Bandwidth.com

Compliance Status: Fully compliant with STIR/SHAKEN

1. Overview

Intelligent Technical Solutions is committed to preventing illegal robocalls and protecting our customers from fraudulent activities. This Robocall Mitigation Plan outlines our strategies and practices to combat illegal robocalls effectively.

2. Compliance with STIR/SHAKEN

We have fully implemented the STIR/SHAKEN caller ID authentication framework in collaboration with our SIP provider, Bandwidth.com. This ensures that all calls originating from our network are authenticated and verified, reducing the risk of spoofed calls.

3. Mitigation Practices

To prevent illegal robocalls, we employ the following practices:

- **Traffic Monitoring:** Continuously monitor call traffic patterns to identify and block suspicious activities.
- **Blocking Known Sources:** Utilize a dynamic list of known illegal robocall sources and block them proactively.
- **Analytics and AI:** Implement advanced analytics and AI tools to detect and mitigate potential robocall threats in real-time.

4. Traceback Cooperation

We cooperate fully with traceback requests from the FCC and other authorities. Our procedures ensure timely and accurate responses to assist in identifying the sources of illegal robocalls.

5. Customer Notification

We keep our customers informed about our robocall mitigation efforts through regular updates and notifications. Any changes to our terms of service related to robocall mitigation are communicated promptly.

6. Know Your Customer (KYC)

Our KYC practices include thorough vetting of new customers to ensure they are not engaged in illegal robocalling activities. We regularly review and update our customer information to maintain compliance.

7. Reporting and Record-Keeping

We maintain detailed records of our robocall mitigation efforts and any incidents of illegal robocalls. Regular reports are generated to document our compliance and effectiveness in combating robocalls.

Company and Contact Information

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