

VitalIT Technology Solutions Robocall Mitigation Policy

1. Introduction

VitalIT Technology Solutions, LLC (VTS) is committed to compliance with the Federal Communications Commission (FCC) regulations to mitigate illegal robocalls. This policy outlines our measures and practices in accordance with 47 CFR § 64.6305.

2. STIR/SHAKEN Implementation

VTS has fully implemented the STIR/SHAKEN framework across our entire network. This framework allows us to authenticate and verify caller identification information for all IP-based voice calls, providing our end users with confidence that their received calls are legitimate.

3. Robocall Mitigation Practices

Call Authentication

- **STIR/SHAKEN Protocols:** VTS employs the Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted Information Using toKENs (SHAKEN) protocols for all IP-based voice calls.
- **Caller ID Verification:** Every call originating from our network is authenticated and verified using digital certificates to ensure the accuracy of caller ID information.

Monitoring and Detection

- **Traffic Analysis:** We continuously monitor call traffic using advanced analytics to detect patterns indicative of illegal robocalls.
- **Real-Time Alerts:** Our system generates real-time alerts for suspicious calling patterns, enabling immediate investigation and action.

Preventive Measures

- **Call Blocking:** We block calls identified as illegal robocalls based on authentication failures or suspicious traffic patterns.
- **Caller ID Reputation Services:** We utilize third-party caller ID reputation services to enhance our ability to identify and block high-risk calls.

4. Compliance and Reporting

Internal Audits

- **Regular Audits:** VTS conducts regular audits of our robocall mitigation practices to ensure ongoing compliance with FCC regulations.
- **Audit Logs:** Detailed logs of all call authentication and blocking activities are maintained and reviewed periodically.

Reporting to the FCC

- **Certification:** VTS certifies our compliance with the FCC's robocall mitigation requirements in our filings with the Robocall Mitigation Database.
- **Documentation:** We maintain comprehensive documentation of our STIR/SHAKEN implementation and robocall mitigation efforts, available for FCC inspection upon request.

5. Contact Information

For any questions or concerns regarding this policy or our robocall mitigation practices, please contact:

David Harrington – Manager

Email: david@vitalittech.com

Address: 2540 73rd Street, Urbandale, IA 50322

Phone: (515) 884-8324

6. Principals, Affiliates, Subsidiaries, and Parent Companies

- Principals
 - David Harrington – Manager
 - Nicholas Swank – IT
- Affiliates
 - N/a
- Subsidiaries
 - N/a
- Parent Companies
 - MMMM Holdings, LLC