



Robocall Mitigation Plan

3Fold IT, LLC sells, installs, and supports IP PBX phone systems that connect to the PSTN via SIP services provided by third-party VoIP carriers. Our third-party VoIP carrier partners have completed STIR/SHAKEN certification and perform STIR/SHAKEN call signing and attestation on our behalf. In addition, 3Fold IT has developed and follows this Robocall Mitigation Plan (RMP) to avoid the origination of illegal robocalls.

Know Your Customer

3Fold IT only resells VoIP services to existing customers that have engaged 3Fold IT for IT or telephony project work and/or ongoing support. We know our customers very well and can easily identify voice calls originating from their phone systems.

Illegal Robocall and Fraud Prevention

3Fold IT utilizes a combination of IP whitelisting and SIP authentication to ensure all voice traffic routing through our third-party VoIP carrier partner networks is authorized by 3Fold IT and its customers.

3Fold IT engineers are the only people with access to create/modify/delete provisioned services on our third-party VoIP carrier provider networks.

3Fold IT audits customer call volume on a weekly and monthly basis to identify any potential fraudulent or illegal robocall activity.

All customer phone systems implement a variety of security features to prevent fraudulent account access and call origination.

Commitment to Responding to Traceback Requests

3Fold IT is committed to responding within 24 hours to all traceback requests from the Commission and law enforcement, and to cooperating with such entities in investigating and stopping any illegal robocallers that use its third-party VoIP carrier services to originate voice calls.

3Fold IT, LLC
(262) 836-3030
VoIPAbuse@3FoldIT.com