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Robocall mitigation plan - iTechTool

The customers who are sending messages through iTechTool are enterprise companies, sending messages to their own employees. The risk of unwanted robocalls from iTechTool is extremely low.

iTechTool has not implemented STIR/SHAKEN, but instead manually monitors traffic and will block numbers if necessary. End-users register their own devices for SMS enterprise messages sent through iTechTool, and have an option to receive voice calls. The first step iTechTool takes when handling an end-user complaint or abnormal volume of traffic to one number is to contact the enterprise customer sending the messages (generally to their own employees). If the issue is not resolved promptly, the number will be blocked within iTechTool and will not receive further messages. We receive very few end-user complaints.

We have the ability to block messages to any individual number, and we can quickly respond to any traceback request from a legitimate authority.

Our primary business is SMS messaging service with very little call traffic. Call traffic makes up a very small portion of our income, and is primarily used as a backup for areas where SMS coverage is spotty.

iTechTool is not and has never been subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing.

Sincerely,

David Coelho

CEO

iTechTool, Inc.