



INVISIBLE-CARE

To Whom It May Concern,

With respect to the Robocall Mitigation Database, Invisible-Care Inc. has taken the following steps and organized our business practices in such a way to mitigate the origination of illegal robocalls.

First, here is some background on Invisible-Care Inc.'s business. Invisible-Care Inc. is a Canadian Corporation which communicates with our clients from a Canadian phone number and all our clients are in Canada. Invisible-Care Inc. provides our clients with cues and prompts through out the day to help them complete their activities of daily living. These cues and prompts are delivered via text messages. If a client does not respond to our text messages in a specific period of time our Personal Support Workers will phone or video chat the client to ensure their well-being and that they complete the task.

All our clients provide written consent to our services and are part of the Care Plan formation which outlines when, how often, and by what means (Text, Phone, Video chat) they consent to be contacted.

Furthermore, any phone calls are dialed directly by a Personal Support worker to one client. Our services are specific to every client and at no time would we send out an automated phone call to multiple clients.

For our messaging application Invisible-Care Inc. uses Bandwidth as our wholesale IP-based supplier. Bandwidth has provided me with the following:

Bandwidth is registered with the STI-PA and does support the STIR/SHAKEN standards in both directions on its core STIR/SHAKEN capable network. The vast majority of all of Bandwidth's voice services and traffic are fully STIR/SHAKEN capable and based on our review of your account we believe that your voice traffic is carried over Bandwidth's equipment that is fully STIR/SHAKEN capable at this time.

Bandwidth has long been a vocal advocate and an early adopter of STIR/SHAKEN to prevent robocalling. We have engaged with the FCC and other industry members for years to help our customers be aware of and prepare for this necessary regulation and help solve this nuisance to society.

We trust the above is sufficient to be in compliance with the Robocall Mitigation Database.

Sincerely,

Bruce Carnegie
President
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