

Phoenix Technology Group Robocall Mitigation Plan –September 2025 Update

Business Information

Phoenix Technology Group

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Fort Wayne, IN 46809

Contact Information

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Voip Contact

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1. STIR/SHAKEN Compliance

Phoenix Technology Group provides VoIP services via Bandwidth networks. All outbound calls originate from these networks, which are fully STIR/SHAKEN compliant. Midwest VoIP does not originate calls directly and relies on upstream providers for SIP trunking..

2. Role in the Call Chain

Phoenix Technology Group operates as a reseller and non-gateway intermediate provider. We do not originate or terminate calls directly but facilitate VoIP services through third-party providers.

3. Robocall Mitigation Measures

A. Customer Vetting

- All new and renewing customers undergo identity verification, including:
- Business registration validation
- Physical address confirmation
- Authorized user documentation
- Point-of-contact verification

B. Network Access Controls

- SIP credentials are randomly generated and pre-provisioned.
- Credentials are not shared directly with customers.
- Devices are locked to specific IP ranges and MAC addresses.
- PBX systems include IP and number blacklists to prevent unauthorized access and call abuse.

C. Call Analytics & Monitoring

- All call traffic is logged and monitored for anomalies.
 - Suspicious patterns (e.g., high call volumes, short-duration calls) trigger alerts.
 - Blacklists are maintained and updated regularly.
 - We use [insert vendor name if applicable] for third-party call analytics.
- D. Upstream Provider Verification
- Phoenix Technology Group verifies that upstream providers (Bandwidth) are registered and compliant with the FCC's Robocall Mitigation Database.
 - We maintain documentation of provider certifications and STIR/SHAKEN status.

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4. Legal & Enforcement History

Phoenix Technology Group has been subject to any FCC or law enforcement investigations related to illegal robocalls in the past two years.

We are subject to the order issued by the Enforcement Bureau on August 6, 2025 which directed the removal of certain companies from the RMD as a result of a Show Cause Order issued on December 10, 2024. The Show Cause Order required us to update this database to contain a Robocall Mitigation Plan as well as complete and accurate information.

We have submitted the information not previously updated in a timely manner placing us on the Database removal list. We have also supplied additional context and information relating to our commitment to remain compliant, We are currently awaiting a determination by both bureaus involved in this situation.

5. Affiliates & Ownership

Brandon Dawson is the Owner of Phoenix Technology Group