



In accordance with requirements of 47 CFR § 64.6301, Stitched Tech, LLC is a 'SMALL VOICE SERVICE PROVIDER' using VI Communications and only functions as a limited reseller.

It is our interpretation that VI Communication customers who are reselling services are not required to implement STIR/SHAKEN since we are not directly passing calls to the PSTN.

Updated Robocall Mitigation Plan

Objective: The objective of this robocall mitigation plan is to minimize the impact of unwanted automated calls (robocalls) on our clients, ensuring compliance with relevant regulations and enhancing customer satisfaction.

Security policies exist that limit rogue connections. No unauthenticated calls are processed on our systems.

1. Regulatory Compliance:

We stay updated with all relevant laws and regulations, including the Telephone Consumer Protection Act (TCPA) and the Truth in Caller ID Act, to ensure compliance in all robocall mitigation efforts.

2. Call Screening and Filtering:

We have implemented call screening and filtering practices to identify and block known robocallers based on blacklists and caller reputation databases.

3. Caller Authentication:

VI Communications has implemented STIR/SHAKEN to verify the authenticity of incoming calls and reduce spoofing.

4. Educating Users:

We educate our customers about robocall threats, common scam techniques, and how to identify and report suspicious calls effectively.

5. Monitoring and Reporting:

We monitor call traffic and patterns using analytics tools to detect unusual activity or spikes in robocall attempts. We maintain detailed records of robocall incidents, including caller information, call timestamps, and call content, for regulatory compliance and analysis purposes.

6. Collaborate with Industry Partners:

We collaborate with telecommunications providers, industry organizations, and government agencies to share information and best practices for robocall mitigation.

7. Periodic Review and Updates:

We conduct regular audits and reviews of our robocall mitigation plan to assess its effectiveness, identify areas for improvement, and incorporate new technologies or regulations as needed.

This updated robocall mitigation plan reflects our commitment to combatting unwanted robocalls and protecting our organization and stakeholders from fraudulent activities. We continue to adapt and improve our strategies to stay ahead of emerging robocall threats and regulatory requirements.