

Robocall Mitigation Program Description

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1. Program Overview

Infortech Corporation dba Netivo ("Netivo") is a Managed IT Services company providing IT-related services, including management and support of Telecom Services and Equipment for small and mid-sized businesses. We ensure all calls originate from customers whose telecom systems we manage, preventing unauthorized call generation and enhancing network security. Netivo is not a traditional voice service provider; instead, it provides proactive management and support of telecom services subscribed from its preferred upstream carriers.

2. FCC Compliance

Netivo complies with FCC regulations related to robocall mitigation and adheres to all requirements for voice service providers.

3. STIR/SHAKEN Implementation Status

Calls from Netivo's customers are generated from the customer's telecom equipment and sent to the VOIP carrier's network directly. The carriers have implemented STIR/SHAKEN in their network. In addition, Netivo controls and manages IP networks and Telecom Equipment where the calls are originated, thus eliminating spoofed calls.

4. Robocall Prevention Methods

- **Network Monitoring:** Continuous monitoring of call detail records (CDRs) to identify unusual calling patterns indicative of robocalling activity.
- **Caller ID:** Netivo manages the Caller ID implementation by controlling the Telecom equipment customers use.
- **Allowed List:** Maintains a list of permitted networks that is allowed to generate calls.
- **Traceback Investigations:** We promptly respond to traceback requests from law enforcement and other providers to trace the source of illegal robocalls.

- **Customer Vetting:** New customers undergo verification, including business registration and usage patterns, to mitigate potential robocall abuse.
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5. Network Security

Netivo protects its network with:

- Firewalls and intrusion detection
- Regular security tests
- Encrypted communications

6. Customer Engagement

- **Education:** We provide information to customers on how to identify and report robocalls and emphasize the importance of legitimate caller ID usage.
- **Collaboration:** Netivo partners with industry groups to share best practices and enhance collective mitigation efforts.

7. Reporting and Records

We keep records of all mitigation activities, including blocked calls and incident reports, for FCC review. This includes traceback cooperation and detailed audit trails.

9. Continuous Improvement

Netivo regularly addresses evolving threats, new technologies, and updated regulatory requirements.
