

Robocall Mitigation Plan

ECSIS.NET, LLC – d/b/a/ Electronic Communication Systems, West Tennessee Communications, WETEC

Currently, our company has Complete STIR/SHAKEN Implementation. I was notified on Dec. 15, 2024 that our profile needed updating and to submit a revised Robocall Mitigation Plan. Our previous technician is no longer with us, and he was listed as our POC. This information has been revised and corrected.

This document details our current steps, policies, and procedures designed to reduce or eliminate outbound illegal robocalls originating on its network. We also commit to respond within 24 hours to any/all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG), and to cooperate with such entities in investigating and stopping any illegal robocallers that may use its service to originate calls.

STIR/SHAKEN

Complete STIR/SHAKEN authentication framework is fully implemented through our providers on all of the networks that process our customers outgoing calls.

We have been assured by our providers that all calls from our end users are processed through a combination of certificate authentication and Stir/Shaken analytics software to allow for the optimal attestation of calls.

Our providers are as follows:

SIP Trunk provider: thinQ Technologies, Inc. d/b/a Commio – RMD # 0005575 (using Iconectiv, LLC - Authenticate analytics)

SIP Trunk provider: VOIP Innovations/Sangoma – RMD # 0004048 (using Iconectiv, LLC - Authenticate analytics)

The above provider's certification can be found at:

- <https://authenticate.iconectiv.com/authorized-service-providers-authenticate>

CUSTOMER VETTING PRACTICES

We personally vet every prospective new customer to discern that their use complies with all federal and state laws/regulations.

As a means of preventing or minimizing the origination of illegal robocalls through our services, we use best practices in vetting the identity and intent of use for all our customers, whether a residential or business customer (we DO NOT sell bulk services for resale by 3rd parties). Our subscriber vetting process confirms the identify of customers by collecting information such as physical customer location, contact person(s), state or country of incorporation, federal tax ID, and the nature of the customer's business.

We periodically scan call logs looking for any unusual or suspicious calling activity or patterns that may indicate illegal robocalls. If any activity or pattern emerges that is consistent with illegal robocalls the customer will be contacted within twenty-four hours for further investigation.

TELEPHONE NUMBER VALIDATION PRACTICES

We have procedures in place to confirm the customer's right to use a telephone number. Specifically, a customer is allowed to use a number that we obtained via an underlying partner, or ported from the customers' previous subscriber. Also, our customers may only use the end-devices provided and provisioned by us, which allows for secure control of which devices and the quantity of devices that are allowed to access our PBX.

For both single line and multi-line customers, our PBXware software (Bicom Systems) screens all outbound calls and only allows calls to be connected if the originating number matches the number or numbers assigned to that specific subscriber. This allows for an automatic and secure method of validating originating telephone numbers.

Traceback Request Point of Contact #1:

Name: Deana Kendall

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Email Address: voip@wetec.com ; dkendall@wetec.com

Traceback Request Point of Contact #2:

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