



Robocall Mitigation Plan for 2n1 Tech Solutions Inc.

Overview

2n1 Tech Solutions Inc. proactively combats illegal robocalls through a comprehensive Robocall Mitigation Plan designed to comply with the STIR/SHAKEN framework mandated by the Federal Communications Commission (FCC). This plan encompasses our hosted VoIP systems using Telnyx, Flowroute, and Vitality as carriers, FreePBX phone systems, and AWS-hosted infrastructure. Additionally, all 2n1 Tech Solutions VoIP clients are managed service provider (MSP) clients, ensuring comprehensive oversight and support.

VoIP Carrier Integration

- **Telnyx**
 - All outbound calls are signed with STIR/SHAKEN protocols to achieve the highest attestation level ('A').
 - Numbers are ported to Telnyx to ensure consistent 'A' level attestation.
 - Telnyx settings are configured to align seamlessly with our specific PBX systems.
 - **Flowroute**
 - All outbound calls utilize Flowroute's STIR/SHAKEN-enabled infrastructure.
 - All clients benefit from full attestation ('A') for their calls.
 - Call reports are regularly monitored to confirm authentication success rates.
 - **Vitality**
 - All outbound calls achieve full attestation ('A') with STIR/SHAKEN compliance.
 - Our team works directly with Vitality's support to ensure complete call authentication.
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FreePBX Configurations

- IP restrictions limit access to only authorized corporate offices.
- Fail2Ban is enabled on all remote phones to block unauthorized login attempts.
- Secure SIP trunks are configured with proper authentication credentials.
- Call logs and PBX configurations are actively monitored to identify and address potential vulnerabilities.

AWS Hosting Security

- Strictly defined IP allow lists are enforced for AWS-hosted PBX systems.
- AWS Security Groups restrict access to only necessary ports and IP ranges.
- AWS configurations are regularly audited to ensure compliance with our security policies.

Filing with the FCC

- Certification is filed in the FCC's Robocall Mitigation Database.
 - We certify STIR/SHAKEN implementation for Telnyx, Flowroute, and Vitality.
 - Ongoing compliance ensures traffic is not blocked by other providers.

Additional Security Measures

- Regular updates and patch management are conducted for FreePBX systems.
- Multi-factor authentication (MFA) is implemented for all administrative access.
- Monitoring tools detect abnormal call patterns and mitigate potential threats.

Contact and Responsibility

- **Primary Point of Contact:** Brandon Glidden
- **Secondary Contacts:** Nathan Windoffer
- **Responsibilities:**
 - Brandon Glidden: Oversight and plan updates.
 - Nathan Windoffer: Implementation of security measure
 - help@2n1tech.com
 - 858-200-2011

Conclusion

Through this Robocall Mitigation Plan, 2n1 Tech Solutions Inc. prevents illegal robocalls while ensuring full compliance with FCC regulations. These measures safeguard our communication systems and maintain the integrity of our services.

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