

October 6, 2021

ROBOCALL MITIGATION PROGRAM

Concensus Consulting, LLC d/b/a, is a small voice service provider with fewer than 100,000 voice service subscriber lines all of which are business fixed subscriber lines. As a small voice service provider with SIP services in its network, we believe we are temporarily exempt from fully implementing the STIR/SHAKEN call authentication framework under §64.6301 until June 30, 2023. However the company has in the interim, implemented this Robocall Mitigation Program.

Concensus Consulting, LLC is a reseller of lines provided by Broadband.com and M2 nGage Telecommunications II Corp who fully utilize STIR/SHAKEN.

To avoid originating illegal robocall traffic Concensus Consulting, LLC is taking the following steps in the robocall mitigation program:

Direct business customers who have placed orders undergo due diligence checks of the following data:

- Company Name
- Company EIN
- Registered Address
- Contact Name
- Landline Number

Customers are also required to have a support plan with Concensus prior to being sold a VOIP line. We do not allow automated sign up and require that customers sign a hosting agreement and master services agreement prior to being sold a service.

Customers are contacted directly and sign a contract with the conditions of the use of the service defined and excluding illegal use of the services. All customer contractual data is held and managed through the CRM tool Autotask.

Concensus Consulting, LLC systems do not have any functions built in that would enable our customers to do robocalling.

Concensus Consulting, LLC is committed to respond to requests from the Industry Traceback Group to trace suspect calls for mitigation efforts.

All call data records are held by our providers to meet regulatory constraints can be made available to assist in investigations