

iHaul Freight

Robocall Mitigation Plan

iHaul's voice service system

iHaul uses vendors to acquire and manage corporate phone#s used by iHaul employees. We do not provide phone#s to any other company or organization.

iHaul's call system is a 3CX VOIP system installed on our servers. This industry standard system is configured to log and record all calls to/from our system.

The main 3CX server is located in BC, Canada. iHaul has several offices where calls may originate or terminate:

- Surrey, BC, Canada
- Lethbridge, AB, Canada
- Calgary, AB, Canada
- Model Town, India

All employees who can make calls from the iHaul phone system, are associated with one or more extensions. Extension use is password protected.

All physical, virtual phones, and 3CX apps in the iHaul system are associated with one or more extensions.

iHaul employees can access the phone system through a 3CX app on their mobile devices. All such calls are associated with their extension.

Devices associated with an extension could be used by someone other than the assigned employee should said person gain access to the device. Any calls from such use would still be associated with the extension and the assigned employee.

The 3CX system provides various analytics, including call volume and duration from any extension on the system.

iHaul has a call recording retention policy, currently set to 1 year.

iHaul does not currently automate calls. Any future call automation will be limited to business calls to established customers, with their agreement, and to our employees.

Voice Service Vendors

iHaul's system receives traffic from our Vendors and sends traffic via our vendors. Calls from our system originate in Canada and may terminate outside Canada. Calls from outside Canada may terminate at our system.

Our voice service providers are currently limited to:

- Bandwidth, headquartered in Raleigh, NC

US Federal Obligations

Based on Title 47 definitions, (<https://www.ecfr.gov/current/title-47/chapter-I/subchapter-B/part-64/subpart-HH/section-64.6300>), it appears iHaul qualifies as:

- a **Voice Service Provider**.
- a **Non-facilities-based small voice service provider**.
- a **Foreign Service Provider**.

It also appears iHaul does **not** qualify as:

- a Gateway provider.
- an Intermediate Provider
- a Non-Gateway Intermediate Provider.

Preventing illegal calls

iHaul does not sell voice services to other businesses or organizations. Should this change, this Robocall Mitigation Plan will be revised and resubmitted to appropriate regulators.

iHaul does not require or encourage employees to make illegal calls.

iHaul will undertake disciplinary actions with employees found to be making illegal calls, which could lead to the employee's termination for repeated or egregious incidents.

iHaul incorporates industry standard products to protect our network, servers and workstations from virus and malware attacks that might lead to unauthorized use, including use of phone system.

To help stop illegal robocallers, iHaul will comply with any legal obligation to provide traceback information for calls originating in our system.