

April 11, 2024

Re: Robocall Mitigation

Measures have been taken to avoid originating Robocall traffic:

ICT Tech Support does not knowingly engage with customers whose business involves originating Robocall traffic. All new clients requiring termination are manually processed for authentication, as we strictly prohibit any involvement in ecommerce activities that may facilitate Robocall operations.

As a standard policy, all calls from our customer's equipment will be terminated with a valid 10-digit NANPA-compliant calling number which is provisioned by us for that customer.

- calls from any single-line or PBX customers on our switch will have a number we know belongs to them.

Beyond technical solutions, ICT Tech Support communicates regularly with working partners to assist in recognizing and protecting consumers and networks from illicit and fraudulent calls. We continually work with other telecommunications service providers to assist and provide protection from all types of nuisance calls. Furthermore, our team continuously monitors network traffic and employs spot monitoring to detect and prevent any unauthorized or suspicious activities related to Robocall operations. We remain vigilant in our efforts to uphold ethical standards and ensure the integrity of our services.

STIR/SHAKEN implementation is underway, per CRTC mandate.

Jim Evans
SrDC Engineer