

Robocall Mitigation Plan

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All customers using Simple Solutions IT as a VoIP service provider are subject to the following rules regarding phone calls originating on the Trunks and DID's that are used on any system or device.

Know Your Customer

We review each customer to verify they are a valid company and perform the business indicated to us during the sales/migration process. We also investigate web and social media sources as well as review banking and financial documents. A very large percentage of our originate from other vendors. We also verified via the billing from the losing carrier.

Traceback

We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

Robocall Mitigation Program

We use software & services provided by Skyswitch VOIP Communications to monitor voip outbound voice traffic in real-time to prevent the origination of illegal robocalls. Combining behavioral analytics, caller authentication and verification, their solution features:

- Software introduced to monitor outbound voice traffic in real-time to prevent the origination of illegal robocalls.
- The software provides detailed reporting identifying suspected illegal robocalls and provides alerts if customer originates any calls where the calling number is:
 - Invalid
 - Unallocated
 - On a Do Not Originate list
 - In the FCC consumer complaint database
- Skyswitch will immediately investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If we determine that the caller was attempting to originate unlawful robocalls, then we either warn them to stop or terminate their service as appropriate.

- **Invalid or Offending Origination Calls**

- Calls will not be allowed to egress our Network, with an exception of 911 Calls.

Note: Intermediate providers and terminating voice service providers will be prohibited from accepting traffic from voice service providers not listed in the Robocall Mitigation Database beginning September 28, 2021.

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In addition, we have implemented a Call Abuse Policy and have published the following policy to our customer invoices below:

“Any call originated on the Simple Solutions IT VOIP network is subject to inspection and investigation if the call is suspected of being fraudulent, abusive, or illegal. Calls meeting any of these criteria will be blocked. If these conditions are repeated, becoming excessive, the subscriber may be disconnected from the Simple Solutions IT network, may be subject to further investigation by the FCC for enforcement of the TRACED Act and the subscriber may be subject to fines and penalties imposed by the FCC or the jurisdictional court”