

## **RQ Partners Robocall Mitigation Plan**

This document outlines the Robocall Mitigation Plan for RQ Partners, a managed service provider primarily supporting client PBX systems with STIR/SHAKEN compliant voice solutions. This plan is crafted in accordance with the Federal Communications Commission (FCC) requirements under 47 C.F.R. § 64.6305.

### **I. Compliance and Implementation**

RQ Partners leverages voice services from providers that comply with STIR/SHAKEN standards. This ensures that our services inherit advanced robocall mitigation capabilities, maintaining high security and authenticity of call origins.

### **II. Traceback Cooperation**

We commit to supporting the FCC, law enforcement, and the Industry Traceback Group (ITG) with any traceback requests. Our team is prepared to handle inquiries promptly, aiming to respond within 24 hours to facilitate rapid resolution of issues tied to illegal robocall activities.

### **III. Customer Vetting and Monitoring**

We employ a stringent vetting process for all clients to prevent misuse of our services. This includes verifying the identity and legitimacy of businesses during setup and conducting periodic reviews. We continuously monitor call patterns and are ready to act swiftly on any abnormal activity detected.

### **IV. Use of Compliant Networks**

Our services are hosted on networks that fully comply with current STIR/SHAKEN standards. By partnering with compliant providers, we ensure that all calls processed through our network carry the necessary authentication to help mitigate the risk of robocalls.

### **V. Contractual Obligations**

Our agreements with upstream providers include mandatory cooperation in robocall mitigation. We ensure all parties involved in call transmission adhere to the required legal and regulatory standards.

### **VI. Continuous Improvement**

RQ Partners is dedicated to continuous enhancement of our practices and systems. We stay updated with FCC regulations and technological advances in robocall mitigation to ensure our defenses remain effective.

### **Contact Information**

For any inquiries or to report suspicious activities, please contact our dedicated support at [support@rqpartners.com](mailto:support@rqpartners.com).