

Robocall Mitigation Program Description – IRIS Solutions, LLC

IRIS Solutions, LLC has implemented a Robocall Mitigation Program designed to prevent the origination of unlawful and unwanted robocalls, in accordance with the FCC's requirements under the TRACED Act. Our program incorporates call authentication, customer vetting, traffic monitoring, and enforcement measures to ensure our network is not used to transmit illegal robocall traffic.

Where technically feasible, IRIS Solutions authenticates calls using the STIR/SHAKEN framework. For calls outside the scope of STIR/SHAKEN, we apply additional monitoring and mitigation techniques to validate call integrity and reduce the risk of unlawful robocalls. All customers are subject to a Know Your Customer (KYC) process before outbound voice services are enabled, and high-risk or wholesale accounts undergo enhanced due diligence.

We continuously monitor call traffic for signs of suspicious activity, including patterns such as high-volume, short-duration calls and invalid or malformed caller ID information. Potential violations are promptly investigated, and corrective measures are applied when necessary. Complaints of suspected robocalls are also investigated, and accounts found to be originating unlawful traffic are subject to suspension, termination, and reporting to the appropriate authorities.

Through these combined measures, IRIS Solutions actively works to protect consumers, maintain trust in voice communications, and ensure full compliance with FCC regulations and industry best practices.