



iTRUST.io LLC – Robocall Mitigation Program Description

Overview

iTRUST.io LLC is a registered Voice over IP (VoIP) provider serving end-user businesses. The company does not act as a gateway provider or wholesale-only carrier. All outbound voice traffic originates from authenticated end-users within the iTRUST.io platform.

STIR/SHAKEN Implementation

iTRUST.io has implemented STIR/SHAKEN caller ID authentication for calls where technically feasible. For calls that are transited via upstream carrier partners, iTRUST.io relies on those carriers' STIR/SHAKEN implementation to ensure authentication and verification of caller identity.

Robocall Mitigation Practices

iTRUST.io employs the following measures to prevent illegal robocall traffic from originating on its network:

- Only registered and authenticated business customers are permitted to originate calls.
- Traffic patterns are monitored for abnormal or suspicious calling behavior (e.g., high-volume short-duration calls).
- Accounts identified as suspicious or associated with potential robocall activity are immediately suspended pending investigation.
- All traceback requests from the FCC, law enforcement, or the Industry Traceback Group are answered within 24 hours.
- Ongoing customer due diligence includes Know Your Customer (KYC) verification and enforcement of strict terms of service prohibiting unlawful robocalling.

Compliance Statement

iTRUST.io LLC certifies that it has implemented a robocall mitigation program consistent with 47 CFR § 64.6305, that it cooperates fully with traceback requests, and that all outbound traffic is subject to authentication and mitigation procedures to prevent the origination of illegal robocalls.