



Robocall Mitigation Plan

At iWise Consulting, we are not just dedicated, but deeply committed to partnering with the Federal Communications Commission (FCC) to combat illegal robocalls.

We are a reseller of Sangoma US, Inc. (RMD0002434) and VoIP innovations, LLC (RMD0000004048) VoIP and do not directly originate or terminate calls on the public telephone network. Instead, we rely on upstream carriers that have control over the network infrastructure and are responsible for implementing STIR/SHAKEN on our behalf. Our partner providers have implemented STIR/SHAKEN protocols in their IP Voice networks and sign our calls with own SPC from the STIPA.

Our Services

By integrating our IT managed services with our VoIP offerings, we deliver a holistic approach to technology management, ensuring that our clients receive the best possible support and solutions for their business needs.

Our Customers

At iWise Consulting, we focus on serving education and non-profit organizations. We understand the unique challenges and requirements of these sectors, and we are dedicated to providing tailored solutions that meet their specific needs. Our vetting process ensures that we partner with clients who align with our values and objectives, creating a mutually beneficial relationship. By thoroughly assessing potential clients, we ensure a good fit and a successful collaboration, allowing us to deliver exceptional service and support to our education and non-profit customers.

Traceback Requests

iWise Consulting utilizes a reputable underlying provider for voice traffic, who adheres strictly to the Commission's STIR/SHAKEN standards and robocall mitigation regulations. Our collaboration with this provider ensures compliance with all regulatory obligations while eliminating illegal robocalls. Together, we are relentlessly working to eliminate unlawful robocalls while ensuring compliance.

We are committed to actively cooperating with the FCC and law enforcement within 24 hours of any traceback request related to illegal robocalls using the company's services. Our rapid response demonstrates our dedication to protecting our customers from disruptions, providing them with a sense of support and security.

Robocall Mitigation Program

We rely on software provided by Sangoma and VoIP Innovations to monitor our outbound voice traffic in real time to prevent the origination of illegal robocalls. Combining behavioral analytics, caller authentication and verification, our solution features:

- **Fraud Detection:** Detection of high volume robocalling, spoofing and spam call activity.
- **Subscriber Notification:** Caller ID Name override to warn subscribers of suspicious calls.
- **Call Blocking Support:** Accurate identification enabling you to block fraudulent phone calls as per the TRACED Act (2019)
- **Business Number Verification:** Register legitimate business numbers to prevent unintentional call blocking.
- **Caller ID Name Service:** Easy integration of Caller ID name lookup service, including robocall mitigation with override to include original caller ID even when call is determined fraudulent.
- **Do Not Call Registry:** We comply with the FTC's rules for the Do Not Call Registry.

Carrier Information:

VoIPInnovations (A SangomaCompany)

Address: 500 Technology Drive, Suite 300, Pittsburgh, PA 15219

Phone: (877)478-6471

Contact Information

For any inquiries or to submit Industry Traceback Consortium/TRACE Act-related requests, please contact:

Christopher Bernard

President

718-701-2446 x111

chris@iwiseconsulting.com