

Ideacom Solutions Group, LLC

Robocall Mitigation Compliance with TRACED Act

Ideacom Solutions Group, LLC is committed to cooperating with the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that it learns are using our service to originate calls or transit calls into the United States and territories.

We are a reseller of PayG LLC dba SkySwitch (RMD0002940) Hosted VoIP and do not have the capability to implement STIR/SHAKEN. PayG LLC dba SkySwitch have implemented STIR/SHAKEN protocols in their IP Voice networks.

PayG LLC dba SkySwitch
Arborcrest 1, 751 Arbor Way
Suite 150
Blue Bell, PA 19422
Phone: 747.777.8100
Email: support@skyswitch.com

We have not been prohibited from filing a certification in the Robocall Mitigation Database.

Ideacom Solutions Group LLC, nor any of our executives or principals have a history of enforcement actions for illegal robocalls, TCPA or TSR violations or related state law violations.

Ideacom Solutions Group LLC commits to fully responding within 24 hours to all traceback requests from the ITG, the TPTG, the FCC, and law enforcement. We will cooperate with these groups to investigate and stop any illegal robocallers from using our service to carry or process illegal calls. When notified by the FCC's Enforcement Bureau, Ideacom Solutions Group LLC shall block and report identified illegal traffic, and any substantially similar traffic, on an ongoing basis (unless our investigation determines that the traffic is not illegal) when we receive actual written notice of such traffic from the Enforcement Bureau. If Ideacom Solutions Group LLC determines that the identified traffic is not illegal, we shall provide the Enforcement Bureau with an explanation as to why we reasonably concluded that the identified traffic is not illegal, and what steps it took to reach that conclusion.

We rely on software provided by PayG LLC dba SkySwitch 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:** Our hosted provider (PayG LLC dba SkySwitch) utilizes a combination of internal tools and third-party solutions to check for Do Not Originate (DNO) numbers.

In addition, we have implemented a Call Abuse Policy, as it pertains to the TRACED Act, and have published the following policy to our web site, terms of use, and have notified our customers of the policy as copied below:

“Any call originated on Ideacom Solutions Group LLC 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 Ideacom Solutions Group LLC’s 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.”