



Company Name: Infiniti Business Solutions LLC

Company Address: 555 Republic Dr Suite 500, Plano, TX 75074

Company Phone: +1 (214) 764-2222

Robocall Mitigation Plan

In accordance with 47 C.F.R. § 64.6305, Infiniti Business Solutions hereby presents this report detailing its progress in implementing the STIR/SHAKEN call authentication framework and its strategies for preventing and addressing illegal robocalls. This report outlines the current status of STIR/SHAKEN implementation and the measures in place to mitigate unlawful robocalls as of March 25, 2024. Infiniti Business Solutions reserves the right to modify, supplement, or adjust any of the outlined policies and procedures to adapt to changes in its business operations, capabilities, or requirements.

As of March 25, 2024, Infiniti Business Solutions operates a network supporting both TDM and SIP traffic. The current status of its STIR/SHAKEN implementation is as follows:

- ☐ All traffic is fully attested.
- ☐ Some traffic is partially attested.
- ☒ None of the traffic is currently attested.

Infiniti Business Solutions, with fewer than 100,000 subscribers, qualifies for the STIR/SHAKEN implementation exemption for small carriers under 47 CFR § 64.6304. The company is seeking an extension to finalize the integration of the STIR/SHAKEN technology. While in the process of deploying the new authentication framework, Infiniti Business Solutions is diligently working to prevent the origination of illegal robocalls on its network. Meanwhile, the company has enacted the following plan to mitigate unlawful robocall traffic:

- Infiniti Business Solutions enforces terms of use and/or an acceptable use policy outlined in its contracts, specifying conditions under which services may be denied, suspended, or terminated for customers. Before provisioning services for

new customers, the company conducts thorough checks to identify potential sources of robocall traffic, including verification of customer identity, rights to use telephone numbers, service addresses, and credit history. For business customers, additional checks include validation of business incorporation documents and confirmation of compliance with legal standards.

- The company has established monitoring methods and procedures to detect and prevent fraudulent activity on its network. Utilizing call authentication, labeling, and blocking services, as well as network monitoring software, Infiniti Business Solutions safeguards its network and consumers from harmful calls, promptly addressing identified issues.
- Infiniti Business Solutions commits to full compliance with the FCC's 2020 Report and Order mandating STIR/SHAKEN implementation, alongside adherence to Commission rules and policies. It designates a dedicated point of contact for responding to traceback requests from the Industry Traceback Group (ITG) and pledges timely cooperation with ITG inquiries.
- In cases of detected suspicious activity, Infiniti Business Solutions requires corrective action from the customer, with suspension or termination of service as potential measures if effective resolution is not achieved. Requests from ITG must be in writing and include the following information:
 - Company's Name:
 - Company's Address:
 - Requestor's Name:
 - Requestor's Title:
 - Requestor's Phone Number:
 - Requestor's E-mail:

The company pledges cooperation with state and federal regulators to combat illegal robocalls, providing requested information to valid law enforcement and regulatory agencies and fully implementing mandated robocall mitigation procedures feasible, aiming to maximize the reduction of illegal robocalls.