

JPB IT SOLUTIONS

Robocall Mitigation Program

As part of JPB IT SOLUTIONS submission to the Robocall Mitigation Database, this document describes: (1) the specific reasonable steps JPB IT SOLUTIONS has taken to avoid originating illegal robocall traffic as part of its robocall mitigation program; (2) its commitment to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls, and (3) JPB IT SOLUTIONS process for updating its robocall mitigation program.

I. EFFORTS TO AVOID ORIGINATING ILLEGAL ROBOCALLS AS PART OF THE ROBOCALL MITIGATION PROGRAM

JPB IT SOLUTIONS does not maintain direct end-user relationships, but instead, operates as a service provider, primarily serving insurance claims carriers. As a result, JPB IT SOLUTIONS maintains a stringent customer qualification and onboarding process, resulting in long-term business-to-business relationships.

Once services are initiated through a signed contract, JPB IT SOLUTIONS relies on its trusted underlying outbound telephony service provider, to place phone calls on behalf of individuals employed by the insurance carrier customer. These individuals initiate the voice traffic to themselves, and to customers and other parties related to insurance claims, according to their own standard operating procedures and the contract with JPB IT SOLUTIONS. This voice traffic is signed by the telephony service provider according to its own STIR/SHAKEN implementation.

II. COMMITMENT TO RESPONDING TO TRACEBACK REQUESTS & INTERNAL EFFORTS TO EFFECTUATE TRACEBACKS TO COMBAT ROBOCALLS

JPB IT SOLUTIONS is committed to responding fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperating with such entities investigating and stopping any illegal robocallers that use its service to originate calls.

JPB IT SOLUTIONS also has internal traceback procedures in place. Telephony carriers and service providers are encouraged to send any request for fraud investigation or tracebacks to JPB IT SOLUTIONS.

III. PLAN UPDATE PROCESS

JPB IT SOLUTIONS ensures that its plan is up to date and will apply all required changes to be compliant with Commission requirements. JPB IT SOLUTIONS will review this plan at least annually and evaluate any necessary improvement.