



ModernWorks Inc. Robocall Mitigation Plan

ModernWorks specializes in voice and data communications. We offer customers both Cloud and on-premise VoIP solutions. We are located in Kitchener, Ontario Canada and have been in operation since 2007. We deliver carrier grade voice services to small and medium sized business customers. We have extensive experience in designing, deploying and supporting both voice and data solutions. Our customers are mostly located in Canada with some office locations in the United States, United Kingdom and other parts of the world.

Bandwidth is the provider we use for our USA and Toll-free numbers. Bandwidth has assured us that as our provider for US numbers and calls that these calls will be signed regardless of attestation level. Those calls will be STIR/SHAKEN compliant.

ModernWorks and Bandwidth have a commitment to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the Consortium, and to cooperate with such entities in investigating and stopping any illegal robocalls.

ModernWorks takes its Compliance and Regulatory requirements seriously, and is committed to preventing Robocalling. ModernWorks has taken the following steps to address the identification and mitigation of Robocalling on our system.

Authentication

ModernWorks only sell SIP trunks to legitimate businesses and require minimum contractual terms. We are a wholesaler with Bandwidth. We do not transit other carrier's traffic.

Contractual Processes

We have contracts to deal with Robocalls that gives us the right to terminate lines if customers are abusing it. All customers must sign contractual obligations for SIP Trunks.

Technical Processes

ModernWorks operates our own infrastructure and provision and manage all customers. Customers are not permitted to set their own Caller Line ID and must provide proof of ownership.

Our SIP trunk infrastructure is protected from outside resources from malicious attacks occurring.



Reporting

As part of our contractual obligations, we set the threshold of the number of calls our customers can make.

Alerts are automatically sent to our technical team when any unusual call traffic patterns are discovered.

ModernWorks coverage area

Around 98% of ModernWorks customers are based in Canada and make/receive calls in Canada. Our USA and International market are approximately 2%.