

Robocall Mitigation Plan

IT Harbor

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1. Company Overview

- **Name:** IT Harbor
- **Address:** 555 State St, Orem, UT 84058
- **Contact Information:** 8016695200 Calen@itharbor.com
- **FCC Registration Number (FRN):** 0035869361

2. Point of Contact

- **Name:** Calen Craig
- **Title:** IT Manager
- **Phone Number:** 8016695200
- **Email Address:** calen@itharbor.com

3. Description of Robocall Mitigation Practices

A. Network Monitoring and Analysis

- **Traffic Analysis:** IT Harbor implements real-time monitoring of call patterns to identify and flag suspicious activity indicative of robocalls.
- **Call Authentication:** IT Harbor uses STIR/SHAKEN protocols to verify the legitimacy of incoming and outgoing calls.

B. Call Blocking and Filtering

- **Blacklist Database:** IT Harbor maintains and update a blacklist of known robocall numbers and block these at the network level.
- **Call Filtering:** IT Harbor uses Skyetels anti spam system to help detect and block potential robocalls for our customers.

C. Customer Protection Measures

- **Caller ID Verification:** IT Harbor ensures that caller ID information is accurate and has not been tampered with.
- **Consumer Education:** IT Harbor provides customers with information on identifying and reporting robocalls, and offer opt-in call blocking services.

D. Cooperation with Authorities

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- **Reporting Mechanisms:** our policy is to log and report suspicious robocall activity to the FCC and other relevant authorities.
- **Law Enforcement Collaboration:** IT Harbor will cooperate with law enforcement agencies in their investigations of illegal robocall operations.

4. Technical Solutions Implemented

A. STIR/SHAKEN Implementation

- **Implementation Status:** IT Harbor relies on our upstream provider Skytel to fully implement STIR/SHAKEN and maintain compliance.
- **Caller ID Authentication:** All of our customers Caller ID setup is done by our tech in compliance with all laws and policies to ensure no abuse or misuse is allowed.

. Compliance and Accountability

A. Compliance with FCC Regulations

- **FCC Rules Adherence:** IT Harbor works with our gateway provider and operations staff to ensure compliance with all FCC rules and regulations.

B. Accountability Measures

- **Internal Policies:** IT Harbor's policies and end user contract prevent the use of our services for robocalling efforts. Any customer that is detected performing unsolicited calling activities or using robo calling systems will be warned to stop immediately or have their services terminated.
- **Employee Training:** IT Harbor educates our employee's on the FCC laws and policies so they can prevent the misuse of the system and catch policy violations before they are activated on our network.

6. Continuous Improvement and Feedback

- **Monitoring and Feedback:** IT Harbor fully cooperates with our gateway provider to resolve any issues or violations in rapid manner.
- **Customer Feedback:** IT Harbor's staff is always looking for feedback and will address any issues our customers have. From blocking numbers to filing reports and working with law enforcement.

7. Conclusion

IT Harbor primarily relies on Skytel's advanced network and high reputation to deliver quality voice services and actively take all precautions to prevent unsolicited traffic and automated activities by our customers. In addition, we work with our customers and vendors to provide filtering and policies to minimize the effects of robocalls and unsolicited traffic from outside sources.