

Robocall Mitigation Program Description for IT VoIP Solutions

Company Name: IT VoIP Solutions

FCC Registration Number (FRN): 0027858943

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1. Introduction

IT VoIP Solutions is committed to combating illegal robocalls and complying with FCC regulations under 47 CFR § 64.6305. Although STIR/SHAKEN has not yet been implemented on our IP-based network, we have developed a comprehensive Robocall Mitigation Program to monitor and prevent the origination of illegal robocalls.

2. Monitoring and Analytics

We utilize advanced monitoring tools to analyze call traffic in real-time. This includes:

- **Detection of Suspicious Patterns:** Identifying calls with invalid, unallocated, or "Do Not Originate" numbers.
 - **Call Analytics:** Monitoring traffic for anomalies, including high call volumes to a single destination or unusual call durations.
 - **Alerts and Notifications:** Automated alerts flagging potential illegal robocalls for immediate review.
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3. Traceback Cooperation

IT VoIP Solutions fully cooperates with:

- **FCC and Law Enforcement Agencies:** Responding to all traceback requests within 24 hours.
 - **Industry Traceback Consortium:** Supporting traceback investigations to identify and stop the source of illegal robocalls.
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4. Know Your Customer (KYC) Procedures

We employ strict KYC measures to verify the identity and legitimacy of all customers:

- **Customer Screening:** Thorough review of customer applications, including validation of business licenses and identification documents.
- **Usage Monitoring:** Continuous monitoring of customer call patterns to ensure compliance with our terms of service and FCC regulations.

- **Termination Policy:** Immediate termination of services for customers found to be originating illegal robocalls.
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5. Internal Processes for Robocall Mitigation

IT VoIP Solutions has implemented the following processes to prevent illegal robocalls:

- **Call Blocking:** Blocking calls originating from numbers listed on the FCC's "Do Not Originate" list or flagged by consumer complaint databases.
 - **Investigation and Resolution:** Prompt investigation of flagged traffic, with actions ranging from customer notification to termination of service if illegal activity is confirmed.
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6. Commitment to STIR/SHAKEN Implementation

While IT VoIP Solutions does not currently implement STIR/SHAKEN, we are actively working towards compliance. Steps include:

- Evaluating infrastructure upgrades needed to support STIR/SHAKEN.
 - Engaging with vendors to acquire the necessary technology and expertise.
 - Establishing a timeline for implementation, with regular updates provided to the FCC.
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7. Continuous Improvement

IT VoIP Solutions is dedicated to continuous improvement in combating illegal robocalls by:

- Staying updated with FCC guidelines and industry best practices.
 - Investing in advanced technologies to enhance our mitigation capabilities.
 - Participating in industry forums to collaborate on anti-robocall initiatives.
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Certification:

I, Carlos Shephard, CEO of IT VoIP Solutions, declare under penalty of perjury under the laws of the United States that the information provided herein is true and correct to the best of my knowledge.

Signed: Carlos Shephard

Date: December 31, 2024