

Robocall Mitigation Plan

For: Fireside IT Partners Inc.

Filing Entity Type: VoIP Reseller

Country: Canada

Date: July 08, 2025

1. STIR/SHAKEN Compliance

As a Canadian-based VoIP reseller, we do not directly originate calls on the PSTN. Instead, we utilize Skyetel, a U.S.-based SIP trunking provider, to deliver outbound voice traffic. Skyetel is fully compliant with the STIR/SHAKEN framework and signs calls on our behalf. Therefore, all calls originating from our managed 3CX systems are authenticated and signed by Skyetel in accordance with FCC requirements.

2. Robocall Mitigation Program (47 CFR § 64.6305(d)(ii))

Although we rely on a STIR/SHAKEN-compliant upstream provider, we maintain a robocall mitigation program that includes the following:

- Customer Vetting: We perform due diligence on all new customers, including Know Your Customer (KYC) procedures, to ensure they are legitimate businesses or individuals.
- Traffic Monitoring: We monitor call traffic patterns for anomalies such as high call volumes, short-duration calls, or calls to high-risk destinations. Suspicious activity is flagged for review.
- Call Restrictions: We enforce rate limits and restrict access to high-risk destinations unless explicitly approved.
- Terms of Service: Our service agreements prohibit the use of our platform for illegal robocalling or spam. Violations result in immediate suspension or termination.
- Complaint Handling: We maintain a process for receiving and investigating robocall complaints from consumers, partners, or regulators.

3. Traceback Cooperation (47 CFR § 64.6305(d)(iii))

We fully commit to:

- Responding promptly and thoroughly to traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG).
- Cooperating with investigations into suspected illegal robocall activity.
- Taking swift action to mitigate and prevent further abuse if a customer is found to be originating illegal robocalls.