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Robocall Mitigation Plan

****Company Name:** Integrated Service Solutions Inc., DbA: NetServ

****FRN:** 0029266814

****Contact Person:** Keith Mendonsa

****Filer Type:** Non-Facilities-Based VoIP Provider

****Underlying Carrier:** SkySwitch

1. STIR/SHAKEN Implementation

Integrated Service Solutions Inc., provides VoIP services to end-users through our underlying wholesale partner, SkySwitch, which has fully implemented STIR/SHAKEN in accordance with FCC rules. All outbound calls originating from our customers are signed by SkySwitch's network using their Service Provider Code (SPC) token and digital certificates issued by an authorized STI-CA.

As a non-facilities-based provider, we rely entirely on SkySwitch for STIR/SHAKEN call authentication and verification. We do not directly perform call signing on our own infrastructure.

2. Robocall Mitigation Practices

Although we rely on SkySwitch for technical STIR/SHAKEN implementation, Integrated Service Solutions Inc., actively mitigates unlawful robocall traffic through the following measures:

- Customer Vetting: We perform Know-Your-Customer (KYC) checks before onboarding, including business verification, tax ID validation, and screening for red flags.
- Traffic Monitoring: We monitor customer traffic patterns for anomalies (e.g., excessive short-duration calls, high call attempts per second). Suspicious activity is flagged and investigated.
- Enforcement: Customers engaging in illegal robocall activity are subject to suspension or termination of service.
- Education & Compliance: We notify customers of FCC and TCPA compliance requirements during onboarding and in our terms of service.

3. Certification of Compliance

Integrated Service Solutions Inc., certifies that all outbound calls placed by our customers are signed by our underlying provider SkySwitch, and that we actively implement a robocall mitigation program to prevent the origination of illegal robocall traffic on our network.

Sincerely,

Keith Mendonsa

A handwritten signature in black ink that reads "Keith Mendonsa".

Managed IT Services, VoIP, Internet Solutions, Cybersecurity