

Robocall Mitigation Program Description

IDEA Solutions

Date: February 4, 2026

1. Company Role and Scope

IDEA Solutions provides VoIP services to end users as a reseller and does not operate a facilities-based voice network. IDEA Solutions does not originate calls at the network level. Call origination, transport, and STIR/SHAKEN authentication are performed by the company's underlying carrier.

Accordingly, IDEA Solutions does not have a STIR/SHAKEN implementation obligation under 47 CFR §§ 64.6301 and 64.6302 and complies with FCC requirements through the implementation of this robocall mitigation program pursuant to 47 CFR § 64.6305.

2. Upstream Carrier Reliance

IDEA Solutions relies on its underlying voice service provider to perform STIR/SHAKEN authentication and signing for calls originated by end users. The underlying carrier maintains compliance with applicable FCC STIR/SHAKEN requirements.

3. Robocall Mitigation Measures

IDEA Solutions implements reasonable steps to prevent the origination of illegal robocall traffic, including but not limited to:

- Vetting customers prior to service activation
- Prohibiting illegal robocalling activities through customer agreements
- Monitoring for abnormal calling patterns or reported abuse
- Suspending or terminating service for customers engaged in illegal robocalling

4. Complaint Handling and Traceback Cooperation

IDEA Solutions investigates all credible reports of illegal robocalling and cooperates fully with:

- The Federal Communications Commission

- Law enforcement agencies
- The industry traceback consortium

IDEA Solutions commits to responding fully and within 24 hours to traceback requests and to taking appropriate enforcement actions when illegal robocalling is identified.

5. Ongoing Compliance

This robocall mitigation program is reviewed periodically and updated as necessary to ensure continued compliance with FCC rules and guidance.

Authorized Representative:

Name: Mark F Smith

Title: COO

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