

Robocall Mitigation Program Description

FiRa IT Services LLC is a VoIP service provider that resells and delivers voice services to end users through upstream providers, including SkySwitch and Viirtue.

Role in the Call Chain:

The company acts as a wholesale VoIP provider originating calls and serving end users.

STIR/SHAKEN Implementation:

The company relies on upstream carriers for STIR/SHAKEN call authentication and therefore maintains a partial STIR/SHAKEN implementation in accordance with 47 CFR §64.6305(a).

Robocall Mitigation Measures:

The company implements reasonable steps to prevent the origination of illegal robocall traffic, including customer vetting, acceptable use policies, traffic monitoring, and prompt investigation of suspicious activity.

Traceback Cooperation:

The company commits to responding fully and within 24 hours to traceback requests from the FCC, law enforcement, and industry traceback groups.

Enforcement History:

The company has not been the subject of any FCC or law enforcement action related to illegal robocalls or spoofing within the prior two years.