

Robocall Mitigation Plan

Provider Role

BankOnIT, LLC is a Voice Service Provider with a STIR/SHAKEN implementation obligation serving end users.

We originate calls on behalf of contracted financial institutions, including banks and credit unions. We do not provide wholesale voice services.

BankOnIT, LLC has not been prohibited from filing in the Robocall Mitigation Database and has no history of enforcement actions related to illegal robocalls.

STIR/SHAKEN Implementation

BankOnIT, LLC relies on its upstream carrier partners to implement the STIR/SHAKEN authentication framework. All outbound calls originating from BankOnIT, LLC and its clients traverse networks that implement STIR/SHAKEN authentication in accordance with 47 CFR § 64.6301.

Know Your Client

BankOnIT, LLC provides VoIP services exclusively to established financial institutions under formal managed service agreements.

All customers:

- Are known, regulated financial entities
- Execute contractual agreements prior to service activation
- Undergo standard onboarding and identity verification procedures
- The numbers provisioned under BankOnIT, LLC management

BankOnIT, LLC does not offer:

- Anonymous or prepaid voice services
- High-volume robocall platforms
- Political calling services
- Telemarketing dialer services

Traffic Monitoring and Controls

BankOnIT, LLC maintains comprehensive call detail records and call logging systems sufficient to identify the originating client for any call placed through its network.

We monitor for suspicious traffic patterns and reserve the right to investigate, suspend, or terminate service in cases of suspected unlawful activity.

Traceback Cooperation

BankOnIT, LLC commits to responding fully and within 24 hours to all traceback requests from:

- The Federal Communications Commission
- Law enforcement agencies
- The registered industry traceback consortium

We cooperate fully in identifying and mitigating any suspected illegal robocall activity.

Upstream Provider Due Diligence

BankOnIT, LLC confirms that its upstream providers maintain current certifications in the Robocall Mitigation Database and comply with applicable STIR/SHAKEN requirements.

We will not knowingly accept traffic from providers that are not properly registered.