

ENVISION CONSULTING LLC

Robocall Mitigation Plan

Effective Date: March 18, 2026

Company Name	Envision Consulting LLC
Address	Alexandria, VA
FCC Registration Number (FRN)	0038178257
Voice Platform	SkySwitch (UCaaS Reseller)
Plan Effective Date	March 18, 2026
Plan Version	1.0

1. Purpose and Scope

Envision Consulting LLC ('Envision') is a Managed Service Provider (MSP) and Voice Service Provider (VSP) reselling UCaaS voice services through the SkySwitch platform. Envision provides outbound PSTN voice calling capabilities to select business clients in the DC/DMV region.

This Robocall Mitigation Plan ('Plan') is submitted in accordance with the requirements of the Federal Communications Commission (FCC) and the Telephone Robocall Abuse Criminal Enforcement and Deterrence (TRACED) Act. This Plan documents Envision's policies and procedures to prevent illegal robocall traffic from originating on its network.

This Plan applies to all voice services resold or provisioned by Envision Consulting LLC to its end-user clients.

2. STIR/SHAKEN Implementation Status

As a reseller operating on the SkySwitch UCaaS platform, Envision relies on SkySwitch's implementation of STIR/SHAKEN caller ID authentication. SkySwitch, as the underlying voice service provider, implements STIR/SHAKEN on behalf of its resellers at the network level.

Envision is not a facilities-based carrier and does not independently originate calls into the PSTN. All call signing and attestation are handled by SkySwitch infrastructure. Envision's STIR/SHAKEN status is therefore tied directly to SkySwitch's certified implementation.

3. Know Your Customer (KYC) Procedures

Envision implements the following due diligence procedures prior to provisioning voice services to any client:

- Collect the client's legal business name and principal place of business
- Verify the client's business address and primary contact information
- Obtain a signed Master Service Agreement (MSA) that prohibits use of Envision voice services for illegal, fraudulent, or unsolicited robocall traffic
- Confirm the nature of the client's business and their intended use of voice services
- Retain onboarding records for each client for a minimum of two (2) years

Envision serves businesses including trade associations, nonprofits, government contractors, and professional services firms. The nature of Envision's client base is characterized by legitimate business communication needs, with no history of high-volume outbound calling campaigns that would indicate robocalling risk.

4. Policies to Prevent Illegal Robocall Traffic

Envision maintains the following policies to prevent illegal robocall traffic from originating on its network:

4.1 Acceptable Use Policy

All clients are required to acknowledge and comply with an Acceptable Use Policy (AUP) prohibiting:

- Unsolicited automated calls or prerecorded messages in violation of the Telephone Consumer Protection Act (TCPA)
- Caller ID spoofing intended to deceive or defraud the called party
- High-volume automated dialing activity inconsistent with normal business communications
- Any use of voice services for illegal, harassing, or fraudulent purposes

4.2 Traffic Monitoring

Envision monitors voice traffic patterns for anomalies consistent with robocall activity, including:

- Unusual call volume spikes from a single client or endpoint
- High rates of short-duration calls, which may indicate automated dialing
- Calls to numbers associated with Do-Not-Call registry violations

Anomalous traffic patterns are investigated promptly and may result in service suspension pending review.

4.3 Blocking Non-RMD Providers

Envision, through its SkySwitch platform relationship, complies with FCC requirements to block traffic from voice service providers not listed in the FCC's Robocall Mitigation Database.

5. Traceback Request Response Procedures

Envision is committed to full cooperation with authorized traceback requests from the USTelecom Industry Traceback Group and any other FCC-authorized traceback consortium.

Upon receipt of a traceback request, Envision will:

- Acknowledge receipt within four (4) business hours
- Provide a substantive response within twenty-four (24) hours, or by any earlier deadline specified in the request
- Identify whether Envision is acting as an originating provider (traffic received from its client) or a transit provider (traffic received from another voice provider)
- Provide the source of the flagged calls to the extent known
- Cooperate fully without requiring a subpoena or other formal legal demand

Traceback requests should be directed to:

[Name Redacted], Founder & Chief Executive Officer

Envision Consulting LLC

Alexandria, VA

6. Enforcement and Remediation

If Envision determines that a client has originated illegal robocall traffic in violation of this Plan or its service agreement, Envision will take the following actions:

- Immediately suspend the client's voice services pending investigation
- Notify SkySwitch of the violation and cooperate with any upstream provider investigation
- Cooperate with FCC, law enforcement, or other regulatory authorities as required
- Terminate the client's service agreement if illegal activity is confirmed

Envision maintains records of any such enforcement actions for a minimum of two (2) years.

7. Plan Maintenance and Updates

Envision will review and update this Robocall Mitigation Plan at least annually, or sooner if required by FCC rule changes, significant changes to Envision's voice service offerings, or any enforcement action.

Updates to the Plan will be reflected in a new version number and effective date and will be refiled in the FCC's Robocall Mitigation Database as required.

8. Certification

I, the undersigned, certify that I am an authorized representative of Envision Consulting LLC, that I have read this Robocall Mitigation Plan, and that the information provided herein is true and accurate to the best of my knowledge.

[Name Redacted]

Founder & Chief Executive Officer

Envision Consulting LLC

Date: March 18, 2026