

Robocall Mitigation Plan

RedRoverIT LLC

Introduction

RedRoverIT LLC ("RedRoverIT") is a Voice Service Provider (VSP) providing interconnected VoIP services. RedRoverIT operates as a white-label reseller through an upstream partnership with SkySwitch. RedRoverIT is committed to preventing the origination of illegal robocalls on its network and fully complies with 47 CFR § 64.6305(d).

Know Your Customer (KYC) Procedures

RedRoverIT employs a strict manual vetting process for all new customers to ensure they are legitimate businesses.

1. **Direct Engagement:** RedRoverIT does not offer automated self-service signups. Every customer must undergo a personal consultation with a RedRoverIT representative to discuss their specific business needs and intended use of the platform.
2. **Business Verification:** RedRoverIT verifies the identity of each business, including its physical location and the nature of its operations, prior to service activation.
3. **High-Risk Exclusion:** RedRoverIT does not target or provide services to high-risk industries such as third-party telemarketing, lead generation, or high-volume automated dialing services.

Product Safeguards

RedRoverIT's product suite is designed for standard business communications (PBX/UCaaS).

RedRoverIT does not offer "robocalling" tools, such as auto-dialers, mass-broadcast messaging, or "neighborhood" spoofing features.

Customer usage is monitored for patterns inconsistent with standard business use.

Upstream Provider Integration & STIR/SHAKEN

As a reseller, RedRoverIT lacks the direct network infrastructure to implement STIR/SHAKEN internally.

RedRoverIT relies on its upstream provider, SkySwitch, to perform call authentication and STIR/SHAKEN signing on behalf of RedRoverIT's customers.

RedRoverIT monitors upstream alerts to identify and mitigate any suspicious traffic patterns originating from its client base.

Traceback Cooperation & Enforcement

RedRoverIT fully cooperates with the Industry Traceback Group (ITG), the FCC, and law enforcement.

Response Commitment: RedRoverIT commits to responding to all traceback requests within 24 hours of receipt.

Termination Policy: RedRoverIT's Terms of Service strictly prohibit the use of its service for illegal robocalling or deceptive caller ID spoofing. Any customer found to be in violation is subject to immediate service suspension or termination.