

Robocall Mitigation Plan

Integration Group, Inc.

Introduction

Integration Group (“IG”) is a Voice Service Provider (VSP) providing interconnected VoIP services. IG operates as a white-label reseller through a partnership with SkySwitch. IG 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

IG employs a manual vetting process for all new customers to ensure they are legitimate businesses – we know all of our customers. Furthermore, we regularly meet with every customer to ensure we are providing services that are useful and compliant with Federal guidelines.

1. **Direct Engagement:** IG does not offer automated self-service sign-ups. Every customer must undergo a personal consultation with an IG representative to discuss their specific business needs and intended use of the platform.
2. **Business Verification:** IG verifies the identity of each business, including its physical location and the nature of its operations, prior to service activation.
3. **High-Risk Exclusion:** IG does not target or provide services to call centers, telemarketing concerns, etc.

Product Safeguards

IG's is a UCaaS provider and does not offer any advice, assistance or tools which can be used to spoof calls, robo call, etc. Additionally, we monitor usage (both minutes and total calls) for any signs of abuse (e.g., outside expected normal business usage).

Upstream Provider Integration & STIR/SHAKEN

IG does not possess the network infrastructure to implement STIR/SHAKEN at our facility. We rely on SkySwitch (upstream provider/partner), to perform call authentication and STIR/SHAKEN signing on behalf of our customers.

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

Trace-back Cooperation & Enforcement

IG fully cooperates with the Industry Trace-back Group (ITG), the FCC, and law enforcement.

Response Commitment: IG commits to responding to all trace-back requests within 24 hours of receipt.

Termination Policy: IG's new 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.