

Robocall Mitigation Program Description

Company: Integrated Synergy LLC

d/b/a itSynergi and Synergi Data & Communications

FRN 0025617192

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Business Model

Integrated Synergy LLC provides hosted Voice over IP (VoIP) services to business customers as an authorized reseller of the SkySwitch platform. The company does not own or operate a telecommunications network, session border controllers, or switching infrastructure. All originating voice traffic is carried through the SkySwitch platform and its upstream carrier relationships.

STIR/SHAKEN Implementation

Integrated Synergy LLC relies on the STIR/SHAKEN implementation provided by SkySwitch and its underlying network providers. All originating traffic handled through the company's hosted VoIP services traverses infrastructure where STIR/SHAKEN authentication is implemented in accordance with applicable FCC requirements.

Robocall Mitigation Practices

The company maintains reasonable procedures to prevent its services from being used for unlawful robocalling or caller ID spoofing. These include customer identity verification during onboarding, monitoring for suspicious activity when practical, prompt investigation of abuse complaints, cooperation with traceback requests from authorized entities, and suspension or termination of customers found to be violating applicable laws or the company's acceptable use policies.

Traceback Cooperation

Integrated Synergy LLC will respond promptly to legitimate traceback requests from the FCC, law enforcement, industry traceback consortiums, and its upstream providers. The company will preserve relevant records as required and cooperate in investigations of suspected illegal robocall activity.

Commitment

Integrated Synergy LLC is committed to complying with FCC robocall mitigation requirements and maintaining policies and procedures designed to prevent the origination of illegal robocalls over its services.