

OneClick Computers, LLC

Robocall Mitigation Plan

Updated: February 2024

Introduction

This document details the steps taken by One Click Computers, LLC (“One Click” or “Company”) to avoid originating illegal robocalling.

One Click providers resold interconnected VoIP services to customers in Wisconsin. One Click does not own or control facilities that would enable it to implement the STIR/SHAKEN authentication framework, but relies on its underlying carrier, Bandwidth Inc. to authenticate all calls originating from its customers. Bandwidth Inc.’s RMD registration indicates that it has fully implemented STIR/SHAKEN across its network. Accordingly, One Click has also registered as having Complete STIR/SHAKEN implementation because all calls it originates are compliant with §64.6301(a)(1) and (2).

Know Your Customer

One Click serves only business customers and verifies their identity through the Wisconsin Department of Financial Institutions corporate records database. [WI Corporate Records Search \(wdfi.org\)](http://wdfi.org)

One Click will not activate clients that provide anonymous information or where data mismatches are found. Additionally, prospective customers must agree to the Company’s strict policies and contractual terms prohibiting illegal and/or fraudulent calling as a condition of doing business. The terms and conditions state that a customer’s service will be terminated if they are found to engage in such calling.

Traceback Requests

One Click is committed and will respond fully within 24 hours to all traceback requests from the FCC, law enforcement agencies, and the Industry Traceback Consortium and will cooperate with these agencies to investigate and stop any illegal robocallers that use its service to originate calls. One Click will devote sufficient resources to provide prompt and complete information to traceback requests. The Company’s point of contact to handle all traceback requests is:

Chad Waldron, Owner
Phone : 414-800-1401

Upon receiving a traceback request, One Click will provide any PBX and Bandwidth call logs needed to investigate the suspect calling.

If a traceback exposes an existing customer as the source of illegal robocalls, One Click will contact the customer for an explanation and verification that the traffic will be discontinued. One Click

will monitor the customer's traffic via call log information and if the fraudulent traffic is not discontinued, the Company will immediately discontinue service to the offending customer.

Telephone Numbers

One Click confirms a customer's right to use a telephone number by requiring documentation from the customer of its prior ownership of the number before porting the number to One Click's service. Because it is a small service provider with few customers, One Click performs this function in house.

International Calling

One Click is not an international voice services provider and does not have plans to become one. If at any time One Click does decide to sell its services to international customers using North American Numbering Plan resources, it will utilize industry best practices for full vetting of such customers and work with its underlying provider to perform the necessary telephone number validation on all internationally originated calls.

Call Analytics

As a reseller, One Click relies on its underlying provider and/or their third-party vendors to determine if originating calls should be blocked based on call analytics.

Ongoing Robocall Mitigation

One Click reviews customer call detail records (CDRs) if it suspects suspicious call activity and/or calling patterns. When the Company and/or its underlying provider detect network usage patterns consistent with illegal robocalling, we will immediately seek to identify the party originating the calls and take appropriate action. The actions may include verifying that the originating customer owns or is authorized to use the Caller ID number; determining whether the Caller ID name sent to a receiving party matches the customer's corporate and/or d/b/a name; blocking the customer's ability to originate calls; and/or providing notice to law enforcement authorities.