

STIR/SHAKEN IMPLEMENTATION & ROBOCALL MITIGATION PLAN (RMP)

Pursuant to 47 C.F.R. § 64.6305, TECH SUPPORT INC DBA TECH EXPERTS submits this report on its implementation of the STIR/SHAKEN call authentication framework and its plan to prevent and mitigate illegal robocalls.

STIR/SHAKEN Implementation

TECH SUPPORT INC DBA TECH EXPERTS will comply fully with all conditions set forth in the FCC'S 2020 Report and Order mandating the implementation of the STIR/SHAKEN framework, as well as with the Commission's rules and policies more generally.

Robocall Mitigation Plan

This Robocall Mitigation Plan describes the specific measures that the Company has implemented to detect and prevent illegal robocalls on its network as of March 1, 2024. The Company will periodically evaluate the risks it faces, the effectiveness of its policies and procedures, and its capabilities to support the measures described. Should the company determine that changes are appropriate, its practices may differ from those described below.

Risk Assessment. TECH SUPPORT INC DBA TECH EXPERTS is a voice service reseller offering a variety of voice calling services. Its customers generally do not originate high volume calls and TECH SUPPORT INC DBA TECH EXPERTS has not received information suggesting that robocalls are originated on its network. Therefore, TECH SUPPORT INC DBA TECH EXPERTS does not consider its network at high risk of originating illegal robocalls.

SPECIFIC MEASURES TO IDENTIFY AND PREVENT ILLEGAL ROBOCALLS

Customer Due Diligence: TECH SUPPORT INC DBA TECH EXPERTS conducts due diligence on new and renewing customers, confirming the customer's identity and, if it is a business, is incorporation documents. The Company confirms the customer's service address for all customers.

- TECH SUPPORT INC DBA TECH EXPERTS verifies customer's credit history and business reputation prior to providing service.
- TECH SUPPORT INC DBA TECH EXPERTS verifies customer information when contracts are renewed or services are added.
- TECH SUPPORT INC DBA TECH EXPERTS verifies the customer's identity and their right to use the telephone number presented on calls.
- TECH SUPPORT INC DBA TECH EXPERTS has the policies that define the circumstances by which it will deny, suspend or terminate service to a customer.

Measures to Prevent or Avoid the Origination of Illegal Robocalls

- TECH SUPPORT INC DBA TECH EXPERTS has in place an enforceable terms of use and/or an acceptable use policy. TECH SUPPORT INC DBA TECH EXPERTS also has in place policies designed to detect and prevent fraudulent traffic on its network.
- TECH SUPPORT INC DBA TECH EXPERTS blocks the following types of calls by default:

☒ Calls originating from invalid numbers per FCC Order [2017 Call Blocking Order]

☒ Calls from DNO numbers as per FCC Order [2017 Call Blocking Order]

Responding to Traceback Requests

- TECH SUPPORT INC DBA TECH EXPERTS has designated an individual as a dedicated point of contact for addressing traceback requests, and a backup person to that individual. It either has provided the ITG with the contact information and business hours for those individuals, or will do so upon receipt of the first request from the ITG. See <https://www.ustelecom.org/the-industry-traceback-group-itg/for-providers/>

- TECH SUPPORT INC DBA TECH EXPERTS will respond promptly to inquiries received from the Industry Traceback Group. If a pattern of questionable activity is detected, TECH SUPPORT INC DBA TECH EXPERTS will require its customer to remedy the problem and, if effective action is not taken, service to the customer may be suspended and/or terminated.

Cooperation with State and Federal Regulators

TECH SUPPORT INC DBA TECH EXPERTS will cooperate with state and federal regulators to prevent any and all illegal robocalls. Specifically, TECH SUPPORT INC DBA TECH EXPERTS will:

- Respond to valid law enforcement requests;
- Provide relevant non-proprietary information in response to reasonable and legitimate requests about illegal robocalls and suspicious activities; and
- Implement mandated robocall mitigation procedures to the fullest extent possible with the goal of maximizing the mitigation of illegal robocalls.

TECH SUPPORT INC DBA TECH EXPERTS has made great strides to protect our networks and consumers from harmful calls. TECH SUPPORT INC DBA TECH EXPERTS is pleased to play a role in that improvement and will continue the necessary work to protect our customers.

Sincerely,

Thomas Fox,
President
TECH SUPPORT INC