

To: FCC

From: Tom Ierna
Tech Man Inc
1312 Anglers Lane
Lutz, FL 33548
FRN 0015432164

Re: Robocall Mitigation

To whom it may concern:

This PDF outlines the steps Tech Man Inc takes as a reseller of VoIP services to mitigate robocalls.

Firstly, Tech Man Inc is a provider of VoIP services to small businesses who run their own call centers. We currently have one client and run two servers to service these clients.

Secondly, we provide and service all of the phone and network equipment which connects to the VoIP servers we own and operate.

Third, no anonymous or guest access is allowed to our servers, only extensions we've set up with passwords not known to end users.

Fourth, all outbound routes have default CallerID set appropriate to the business being serviced, and if any extension has custom outbound CID, it is set by our support personnel, not by end users.

Fifth, there is no facility exposed in any of our phones or end-user software portals which allows CallerID to be set by the end user.

Sixth, we are reselling services and buying DIDs from carriers who have full STIR/SHAKEN implementations, though our servers are not participating at this time.

Seventh, the clients we have do not have any automated phone systems in place, other than convenience dialing. These clients have no plans for such systems.

Thank you,
Tom Ierna
Owner
Tech Man Inc