



INFOTECH HOUSTON SOLUTIONS LLC

Phone: (281) 909-1020 Fax: (281) 664-5199
Email: info@houston-support.com | www.houston-support.com

Robocall Mitigation Plan for Infotech Houston Solutions LLC

1. Overview

Infotech Houston Solutions LLC is committed to ensuring compliance with Federal Communications Commission (FCC) requirements for the prevention of illegal robocalls. This Robocall Mitigation Plan outlines the measures we have implemented to combat unlawful robocalls, ensure compliance with the FCC's regulations, and maintain the integrity of the communication network.

2. Objectives

The primary objectives of this plan are:

- To detect and mitigate the origination of illegal robocalls on our network.
- To implement industry-standard call authentication practices.
- To comply with FCC requirements, including those specified in **47 CFR § 64.6305**.

3. Robocall Detection and Mitigation Procedures

3.1 Network Monitoring

- Continuous monitoring of voice traffic to identify and block suspicious call patterns, including high-volume short-duration calls that are indicative of robocall campaigns.
- Deployment of analytics tools and algorithms to flag anomalies in call traffic.

3.2 Call Authentication

- Implementation of the **STIR/SHAKEN** (Secure Telephone Identity Revisited/Signature-based Handling of Asserted Information Using toKENs) framework to validate the authenticity of caller IDs for IP-based calls.
- For non-IP traffic, adherence to the FCC's alternative robocall mitigation standards by:
 - Validating originating caller IDs.
 - Maintaining logs of call records for auditing purposes.

3.3 Traffic Restrictions

- Prohibiting customers and interconnecting providers from originating illegal robocalls through our network.
- Immediate suspension or termination of services for any user or interconnecting provider found in violation of the policy.



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3.4 Customer Vetting

- Rigorous vetting of new customers to ensure they are legitimate entities and not potential sources of illegal robocalls.
- Regular re-evaluation of existing customers to detect any changes in behavior that could indicate misuse of services.

4. Compliance Team

Infotech Houston Solutions LLC has established a dedicated Robocall Mitigation Compliance Team responsible for:

- Monitoring call traffic and investigating flagged issues.
- Coordinating with other carriers and authorities to identify and address sources of illegal robocalls.
- Maintaining compliance with FCC regulations and updating this plan as necessary.

5. Reporting and Accountability

- Submission of a certification to the FCC's Robocall Mitigation Database as required by **47 CFR § 64.6305**.
- Immediate notification to the FCC and affected providers if any illegal robocall activity is detected originating from our network.
- Maintenance of call logs and mitigation actions for a minimum of one year for audit and investigation purposes.

6. Training and Awareness

- Providing regular training to employees on robocall mitigation techniques and compliance requirements.
- Educating customers about acceptable use policies and the consequences of violating robocall mitigation standards.

7. Contact Information

For any inquiries related to this Robocall Mitigation Plan, please contact:

Compliance Officer: Chintan Shukla (Founder & CEO)

Phone: 832 368 4377

Email: chintan.shukla@infotechhouston.com

8. Updates and Revisions

This plan will be reviewed and updated annually or as needed to ensure ongoing compliance with FCC rules and the effectiveness of our mitigation efforts.



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