



Robocall Mitigation Plan

Dynamic Network Support, Inc.

Date: 8-28-25

1. Company Information

- **Company Name:** Dynamic Network Support, Inc.
- **FRN:** 0027303585
- **Business Address:** 3301 S. Andrews Avenue, Suite 1 | Fort Lauderdale, FL 33316
- **Primary Contact for Robocall Mitigation:**
 - Name: Bryant Smallwood
 - Title: President & CEO
 - Email: bryant@dynamicssupport.com
 - Phone: 954)467-7661 or (954)703-4469

2. Overview

Dynamic Network Support, Inc. (DNS) provides managed IT and VoIP services to small and midsize businesses. We are committed to complying with FCC rules governing robocall mitigation and the Secure Telephone Identity Revisited (**STIR/SHAKEN**) framework. Our plan outlines DNS's policies and procedures to prevent unlawful robocall traffic from originating on our network and to respond swiftly if detected.

3. STIR/SHAKEN Implementation

- DNS leverages upstream carriers that support **full STIR/SHAKEN call authentication** for SIP interconnection.



4. Robocall Mitigation Practices

DNS enforces the following measures to prevent unlawful robocalls:

1. **Customer Vetting:**

- We verify the identity of all VoIP customers before activating service.
- Customers must provide valid business documentation (corporate registration, tax ID, and billing verification).

2. **Know Your Customer (KYC):**

- We maintain records of customer ownership and responsible parties.
- Contracts prohibit illegal robocalling and include suspension/termination clauses for violations.

3. **Enforcement Actions:**

- If suspicious or unlawful traffic is detected, DNS immediately suspends the account and investigates.
- Confirmed unlawful robocalling results in permanent termination and notification to upstream providers and, if appropriate, law enforcement.

5. Point of Contact for Enforcement

All robocall mitigation issues, including traceback requests from the Industry Traceback Group (ITG) or law enforcement, will be directed to:

- **Bryant Smallwood, President & CEO**
- Email: bryant@dynamicssupport.com
- Phone: (954)467-7661 or (954) 703-4469

DNS commits to responding **within 24 hours** to traceback or enforcement requests.

6. Certification

Dynamic Network Support certifies that:

3301 S. Andrews Ave., Unit 1 | Fort Lauderdale, FL 33316
954-467-7661 support@dynamicssupport.com



- We will cooperate with the FCC and ITG in robocall investigations and traceback requests.

Bryant Smallwood
President & CEO
Dynamic Network Support, Inc.