



Superior-I.T. Solutions Inc.

230 Arlington Rd. N.
Jacksonville, FL 32211

12/19/2024

To: Enforcement Bureau
Federal Communications Commission (FCC)

Subject: Response to Public Notice Regarding Robocall Mitigation Database Certification

Dear Enforcement Bureau,

Superior IT Solutions Inc. respectfully submits this response to confirm our ongoing compliance with the FCC's Robocall Mitigation Database (RMD) requirements and address any concerns regarding our certification.

Compliance and Mitigation Measures

At Superior IT Solutions Inc., we have implemented a comprehensive robocall mitigation plan that ensures strict control over traffic originating from our network. Our efforts focus on the following:

1. Know Your Customer Approach

We maintain close relationships with all our subscribers, who are primarily small businesses. Due to the nature of our services and client base, we do not generate high call volumes typically associated with robocalling. Our targeted in-house analytics allow us to actively monitor, alert, and identify any potential robocall activities.

2. Services Offered

- We do not provide SIP trunking services.
- Our services are limited to managing physical endpoints for small business clients, which eliminates automated dialing and minimizes risk.

3. Technical Mitigation Measures

We have implemented the following safeguards to prevent robocall activities:

- **IP Authentication** for dialing.
- Enforcement of **strong passwords** for all device dialing.
- **Prohibition of automated dialing** of outbound traffic.
- Placement limits of **one call per three seconds**.
- Continuous monitoring of call records for abnormalities.



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- **Immediate suspension** of traffic when abnormalities are detected.

4. **Procedures for Robocall Notifications**

In the event of a robocall notification, we take the following actions:

- Identify the **time, date, and source/destination** of the reported calls.
- **Block traffic** from the identified source.
- Contact **underlying carriers** to prevent any further robocall incidents.
- Ensure no automated dialing equipment is permitted on our VOIP network.

Conclusion and Certification

We confirm that Superior IT Solutions Inc. has taken all necessary measures to mitigate robocall traffic and remains fully compliant with the FCC's requirements for certification in the Robocall Mitigation Database. No deficiencies exist within our certification, and we maintain rigorous processes to prevent robocall-related activities.

Should you require any additional information or clarification, please do not hesitate to contact us.

Sincerely,

Santiago Aristizabal

Chief Technology Officer

Superior IT Solutions Inc.