

Robocall Mitigation Policy

Robocall Mitigate Compliance with TRACED Act

Date: Feb 20, 2024 – Initial Version
May 22, 2025 – Included Contact & Ownership information
On behalf of: ComputerHouse, inc
Change Summary: Initial Version
Included Contact & Ownership information

Objective: Establish and follow a policy that is compliant with TRACED Act

Contact Information

Contact Name: Joe MacKay
Contact Title: CEO
Contact Department: N/A
Contact Business Address: 2268 Sunrise Blvd, Gold River, CA 95670
Contact Phone Number: (916) 631-7911
Contact Email Address: support@computer-house.net

Ownership Information

ComputerHouse, inc is a privately owned S Corporation consisting of the following:

Principals: Joe MacKay 50% ownership
Richard Nunes 50% ownership
Affiliates: None
Subsidiaries: None
Parent Companies: None

Joe MacKay primarily manages the VOIP operations within the organization.

Overview

The FCC requires that all providers certify in the Robocall Mitigation Database their status for compliance with STIR/SHAKEN. Those not yet fully compliant must implement and certify to the implementation of a Robocall Mitigation Plan to ensure that this illegal traffic does not originate on their networks as they work within the industry to become fully compliant.

The Commission requires voice service providers to develop a Robocall Mitigation Plan that:

1. Details the reasonable steps taken to avoid originating illegal robocalls
2. Demonstrates a commitment to respond to traceback requests to cooperate with investigating and stopping illegal robocalls
3. Is filed in the Robocall Mitigation Database.

This mitigation plan is submitted on behalf of ComputerHouse, inc. ComputerHouse, inc serves multi-unit residential retirement communities in the state of California.

ComputerHouse, inc is a small voice service provider and only provides dial tone to physical endpoints. We do not provide VOIP services directly.

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ComputerHouse, inc is partnered with a trusted provider to implement STIR/SHAKEN in its network as it is realistically able to so and has implemented this policy for those portions of its network not yet compliant.

General Prohibition Against Illegal Robocalling

ComputerHouse, inc end user services are subject to restrictions contained in its published legal notices and all executed services orders include the requirement that service is provided pursuant to its terms of service (“TOS”) requirements.

Its existing TOS prohibit activities normally associated with Robocalling including, but not limited to:

1. Providing altered, deceptive, or false information about the identity of the sender or the origin of a message or phone call;
2. Violating any applicable local, state, or federal law; using the ComputerHouse, inc service to engage in or in connection with fraudulent activities

In addition, the company is updating its TOS to expressly reference the prohibition on robocalling and all current subscribers will receive notice of the publication of its updated TOS.

ComputerHouse, inc’s end users are notified that ComputerHouse, inc may take action up to suspension or termination of service for violation of the TOS.

Know Your Customer

ComputerHouse, inc utilizes the mitigation technique of “Know Your Customer.” ComputerHouse, inc is a small provider that maintains a close relationship with its subscribers. Its customers are “mom and pop” users and none of its total customer base have enough call paths to generate the high volume of traffic associated with robocalling allowing us to use targeted in-house analytics to monitor, alert and apprehend suspected robocalling activities.

ComputerHouse, inc has set a call path level based on its average customer size. The level – referred to as “large volume calling capability” – is subject to change.

ComputerHouse, inc has a screening for all new customers requesting service.

1. We will not deploy large volume calling capability as a residential service or at an address shown in the company records as being residential
2. We verify addresses to look for overlapping / multiple deployed voice path subscriptions

Network Monitoring

ComputerHouse, inc is continuing development of custom software in-house that allows for real-time monitoring of traffic and will flag call patterns indicative of potential illegal robocalling. Additional capability is being added to the software which will automatically disable any subscribers associated with flagged call patterns.

Traceback and Enforcement Cooperation

ComputerHouse, inc will actively cooperate with the traceback community including the FCC, law enforcement, and The Industry Traceback Group (ITG) to investigate and stop illegal robocalls.

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ComputerHouse, inc will dedicate sufficient resources to provide prompt and complete responses to traceback requests.