

Robocall Mitigation Plan for PC of Mind Technologies, LLC

Company Overview: PC of Mind Technologies, LLC is a reseller of voice services from Bandwidth, Inc., a wholesaler. As a reseller, we do not originate calls directly on our own network infrastructure but facilitate voice services for our customers through partnerships with wholesalers. We are committed to complying with all Federal Communications Commission (FCC) regulations, including those outlined in 47 CFR § 64.6305, to combat illegal robocalls and protect consumers.

Previous Classification: We previously have been unclassified. As a reseller without control over network infrastructure, we have No STIR/SHAKEN implementation for compliance.

No STIR/SHAKEN: We do not use STIR/SHAKEN because we lack network control, relying on Bandwidth, Inc., for core operations.

Our Plan to Stop Illegal Robocalls:

- **Customer Checks:** We vet and verify customer identities and business details (e.g., licenses, tax IDs) before onboarding, will going forward, require anti-robocall pledges, and review accounts for suspicious activity, suspending or terminating violators.
- **Wholesaler Oversight:** Contracts require Bandwidth, Inc., to follow anti-robocall rules, including STIR/SHAKEN where applicable. We review their RMD certifications quarterly and can terminate partnerships for non-compliance.
- **Traffic Monitoring:** We have access to tools through Bandwidth to flag high-volume calls (e.g., >100 calls/minute) or short-duration calls (<10 seconds), with manual reviews to investigate and quarantine potential robocalls.
- **Blocking and Reporting:** We pledge to block calls from blacklisted numbers using ITG and FCC threat data and report violations to the FCC, law enforcement, and ITG.
- **Traceback Response:** We commit to fully responding to traceback requests within 24 hours, with dedicated staff for coordination.

No Past Issues: No investigations or penalties for robocall issues in the past two years (or prior) for us or affiliated entities.

FCC Filing: We will submit to the RMD with details: Business Name: PC of Mind Technologies LLC, Address: 1833 Glen Shady Blvd, Contact: Stephen Bradley,

Notifications@PCofMindTech.com, 865-805-1737. Updates filed within 10 days of changes.

Commitment: We will review our plan yearly to ensure compliance with FCC rules and prevent illegal robocalls.

Signed: Stephen Bradley, Manager, PC of Mind Technologies, August 27, 2025