

1820 Services, LLC

STIR/SHAKEN Alignment & Robocall Mitigation Plan

1. Purpose & Scope

This plan describes how 1820 Services, LLC complies with FCC STIR/SHAKEN and robocall mitigation

requirements, including Do-Not-Originate (DNO) blocking, to prevent unlawful caller ID spoofing,

spam, and fraudulent outbound calls. This plan applies to all outbound voice traffic originating from

numbering resources owned, leased, or assigned to 1820 Services, LLC and traffic delivered via

third-party telecommunications providers.

2. Company Profile

- Legal Name: 1820 Services, LLC
- FCC Classification: Non-facilities-based Voice Service Provider (Reseller)
- Business Type: IT & Computer Consulting Services
- Call Type: Low-volume, human-initiated business communications
- Automated or Robocalling Activity: None

3. STIR/SHAKEN Compliance Strategy

1820 Services, LLC uses verified telephone numbers assigned to the company. Outbound calls are

placed through STIR/SHAKEN-enabled upstream providers capable of cryptographically signing calls

and preserving identity headers across the call path.

Attestation Levels

Calls are signed with the appropriate attestation level based on number assignment and call origination

context, typically B-level attestation, and A-level where eligibility criteria are met. 1820 Services, LLC

works with its upstream provider to maintain the highest reasonable attestation level.

4. Robocall Mitigation Measures

1820 Services, LLC prohibits robocalls, prerecorded messages, autodialers, predictive dialers,

unsolicited telemarketing, and caller ID spoofing. All outbound calls are human-initiated, made for

legitimate business purposes, and placed in compliance with applicable TCPA calling-hour restrictions.

5. Traffic Monitoring & Abuse Prevention

Outbound traffic volumes remain low and consistent with normal business operations. Monitoring,

analytics, and automated blocking of suspicious activity are performed by the upstream carrier. Any

complaints or abuse reports are logged, investigated, and escalated as appropriate.

6. Third-Party Provider Management

1820 Services, LLC uses only telecommunications providers that support STIR/SHAKEN, maintain

FCC-compliant robocall mitigation programs, and provide call traceability and reporting. Providers are reviewed periodically for continued compliance.

7. Do-Not-Originate (DNO) Blocking

1820 Services, LLC prevents the origination of calls from invalid, unallocated, unused, or otherwise prohibited numbering resources. DNO blocking controls are implemented at the network level by the upstream carrier, Telnyx, Inc., which performs call validation and blocking. Internal policies ensure that only numbers assigned to 1820 Services, LLC may be used for call origination, and suspected spoofing or abuse is promptly investigated and addressed.

8. FCC Robocall Mitigation Database Certification

1820 Services, LLC certifies that it does not originate illegal robocalls and maintains this robocall mitigation plan in accordance with FCC requirements. Documentation is available upon request by carriers or regulators.

9. Recordkeeping & Review

Records related to number assignment, provider compliance, call activity, and complaints are maintained. This plan is reviewed annually and updated as regulations, providers, or call practices change.

10. Compliance Contact

1820 Services, LLC

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