

SpeedWise Computer Repair & Support Services, LLC

Robocall Mitigation Plan

V.2 July 2025

STIR/SHAKEN IMPLEMENTATION

SpeedWise Computer Repair & Support Services, LLC (“SpeedWise” or “Company”) is a registered voice service provider and has implemented STIR/SHAKEN for all IP-based calls it originates. The Company is an Authorized Service Provider with the STI-PA and possesses an Operating Company Number (OCN). SpeedWise utilizes an authorized third-party STI-Certificate Authority (STI-CA) to sign its outbound calls. The Company attests to calls at the appropriate level (A, B, or C) based on customer verification and number ownership.

Although SpeedWise operates as a reseller and does not maintain its own physical switching infrastructure, it ensures that all IP-based calls pass through STIR/SHAKEN-compliant systems via its partnership with an authorized third party. This satisfies the requirements for full STIR/SHAKEN participation under the FCC’s rules.

ROBOCALL MITIGATION

Background

The FCC Order lists three affirmative obligations for voice service providers: (1) Respond to traceback requests from the Commission, civil and criminal law enforcement, or the Industry Traceback Consortium; (2) Take steps to effectively mitigate illegal traffic when it receives notification of such traffic from the Commission through its enforcement bureau; and (3) implement effective measures to prevent new and current customers from using its network to originate illegal calls.

1. Traceback

All traceback requests will be sent to the Company’s underlying carrier for processing.

Traceback Contact Information

Name: Eric Frickell

Title: President

Contact Information: admin@speedwise.net | (720) 443-0445

2. Take Steps to Mitigate Illegal Traffic

As a reseller, all mitigation practices are instituted by the Company’s underlying provider. Customer contracts include terms allowing suspension due to illegal calling activity. The Company’s agreements with underlying carriers contain similar provisions.

3. Measures to Prevent Origination of Illegal Calls

Know Your Customer:

The Company requires all customers seeking service to have a physical business location and a local contact person.

Telephone Number Validation:

A Letter of Agreement is required prior to the porting of any numbers to any of the Company's underlying carriers.

Network Monitoring:

The Company relies on its underlying provider to monitor the network for unusual call patterns.

Call Blocking:

The Company relies on its underlying providers to block incoming illegal calls and calls from unregistered providers.

4. Acceptable Use Policy

The Company's Terms and Conditions, incorporated into its Service Agreement, provide guidance on the intended and permissible uses of service. This helps prevent exploitation, fraud, and abuse of calling features.

CONCLUSION

SpeedWise Computer Repair & Support Services, LLC submits this Robocall Mitigation Plan to comply with the FCC's Fourth Report and Order (FCC 20-187). This plan reflects our current implementation of STIR/SHAKEN and ongoing robocall mitigation efforts. It will be updated as regulatory requirements or operational procedures change.