



Robocall Mitigation Program Description

(47 CFR § 64.6305)

1. Company Overview

Pittsburgh Computer Solutions, Inc. (“the Company”) is a Managed Service Provider (MSP) that offers business voice services to end users. The Company provides VoIP services as a reseller and relies on its upstream voice service provider, **SkySwitch**, for call routing and STIR/SHAKEN authentication.

The Company does not directly operate switching infrastructure used to authenticate or sign outbound calls.

2. STIR/SHAKEN Status

The Company has not implemented STIR/SHAKEN directly on its own network. All outbound calls originated by the Company’s customers are routed through SkySwitch, which performs STIR/SHAKEN authentication and call signing in accordance with applicable FCC rules.

3. Robocall Mitigation Program

The Company maintains a robocall mitigation program consistent with **47 CFR § 64.6305(a)** to prevent the origination of illegal robocalls and to respond promptly to suspected abusive calling activity.

Customer Vetting and Controls

- Verification of customer identity during onboarding
- Validation of business information for commercial customers
- Prohibition of anonymous or unverified customers

Acceptable Use Policy

Customers are prohibited from engaging in:

- Illegal robocalling
- Caller ID spoofing or misleading caller identification
- Fraudulent or unlawful telemarketing activity

Violations may result in suspension or termination of service.

Monitoring and Detection

The Company monitors calling activity for indicators of illegal robocalling, including abnormal call volumes, repetitive calling patterns, and customer or third-party complaints. The Company also relies on monitoring and analytics provided by SkySwitch.

Response and Enforcement

When suspected illegal activity is identified, the Company may:

- Investigate customer calling behavior
- Request additional information from the customer
- Suspend or terminate service
- Coordinate with SkySwitch to mitigate or block abusive traffic



4. Traceback Cooperation

The Company commits to respond fully and within **24 hours** to traceback requests from the Federal Communications Commission, law enforcement, and the industry traceback consortium. The Company will cooperate in investigations and take appropriate steps to prevent continued illegal robocalling.

5. Certification

The Company certifies that all calls originated using its services are subject to this robocall mitigation program and that it has not been prohibited by the FCC from filing in the Robocall Mitigation Database.

Authorized Representative

Name: David A. Deuerling

Title: President

Company: Pittsburgh Computer Solutions Inc.

Date: 2-20-2026