

PC SOLUTIONS OF MICHIGAN, LLC

ROBOCALL MITIGATION PLAN

ABOUT PC SOLUTIONS OF MICHIGAN, LLC

PC Solutions of Michigan, LLC is a Limited Liability Company formed under the laws of Michigan and is a registered carrier with the FCC. The Company holds the FRN/CORES ID Number: 033702747 and holds 499 Filer ID Number: 836069.

The Company has been in business for over 32 years providing unique office networking solutions and IT services to business customers in Michigan.

The Company is a small MSP and our main source of business is centered around helping small business in our area set up, configure and manage its network and we then provide ongoing IT Support and trouble shooting. From time to time we so have clients who will ask us to provide some form of PBX Service. And we resell services in that case but are reliant upon and use the underlying service providers network since we have no facilities or switches to transport traffic.

The Company has no switch, no internal telecommunications network and no facilities of any kind to support VoIP calling and offers no direct Cloud or hosted PBX utilizing its own network. Therefore we do not handle or address any form of calls (either originated or terminated) by a customer and depend on our Upstream Provider/Underlying Carrier to provide all attestation for our limited Customer calls.

The Company primary place of business is:

1200 S. West Ave.
Jackson, MI 49203
517-787-9934
General email address: info@pcsolutionsnow.com
Website: www.pcsolutionsnow.com

Leaders of the company are:

CEO:

Allen Hueber
1200 S. West Ave.
Jackson, MI 49203
517-787-9934
Direct Dial: 517-787-9934
Email Address: ahueber@pcsolutionsnow.com

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CFO:

Dianna Hueber
1200 S. West Ave.
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517-787-9934
Direct Dial: 517-787-9934
Email Address: dhueber@pcsolutionsnow.com

Designated RMD Contact:

Dianna Hueber
1200 S. West Ave.
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517-787-9934
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Email Address: dhueber@pcsolutionsnow.com

MEASURES TO PREVENT ORIGINATION OF ILLEGAL CALLS:

Know Your Customer:

The Company has a rigorous KYC policy for the in order to support the Business Customers that it sells services to. The Company has an in-depth presales process where representatives of the Company work with the prospect or customer to understand all the unique factors of the Customer's business. This objective of this is twofold: a. to get to know the customer; and b. to provide the best possible service to the customer by fully understanding all facets of their business.

The Company performs a thorough information/due diligence check on each of its customers and verifies the following information: legal business name, legal form of business, nature of the business, primary contact person, and service address.

Not only does the Company have a rigorous intake and Onboarding process where it secures extensive information for Customers but all relationships between the Company and customers are governed by an MSA which specifically states the business Customer is not able to resell any services which the Company resells and the services which are sold to the Customer are strictly for the Customers own internal use.

STIR/SHAKEN Implementation

Company has no defined implementation related to STIR/SHAKEN and the parameters of

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call authentication framework. And as a reseller with no switch the Company is not able to implement SIR/SHAKEN in any manner. Since the Company lacks control over the facilities and network infrastructure necessary to implement STIR/SHAKEN; since the Company has no defined protocols in place.

Therefore, the Company is excluded from the FCC's STIR/SHAKEN implementation obligation pursuant to paragraph 40 of the FCC's First Call Authentication Report and Order. Alternatively, the Company relies on its underlying carrier partner(s), which own and maintain the network infrastructure, to implement and utilize STIR/SHAKEN authentication.

In relationship to the initial, and subsequent FCC Orders concerning STIR/SHAKEN and the Robocall Mitigation Database (RMD), the Company is without STIR/SHAKEN obligation.

NETWORK MONITORING AND CALL BLOCKING

The Company will rely on its underlying carrier partners to give notice if robocalls are detected.

Although we have no control over the network we do have the ability to notify our upstream provider to block the originating number(s), terminating numbers(s), trunk(s) or customer, including termination of customer relationship to prevent robocalling, invalid originating number or spoofed origination number transiting the Company's networks.

TRACEBACK AND INQUIRY & RESPONSE

The Company commits to respond to all inquiries made by the FCC, law enforcement, the ITG and/or any other like or similar governing body within 24 hours of initial request. The Company is committed to combating robocalling and other nefarious acts and violators of the TCPA therefore the Company shall always fully cooperate with these groups to investigate and stop any illegal activity and persons who try to commit such bad acts from using Company's service to carry or process illegal calls.

When notified by any agency, the ITG, any regulatory governing concern and/or the FCC's Enforcement Bureau, Company immediately direct its underlying provider to block and report identified illegal traffic, and any substantially similar traffic, on an ongoing basis (unless Company's investigation determines that the traffic is not illegal).

If and when the Company determines that the identified traffic is not illegal, Company shall

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provide the Enforcement Bureau with an explanation as to why Company reasonably concluded that the identified traffic is not illegal, and what steps it took to reach that conclusion.

UPSTREAM PROVIDERS AND CALL ASSIGNMENT

The Company utilizes the full facilities of 1 Carrier as its upstream provider and we are a switchless reseller because we do not have our own switch and we do not provision our own traffic and we fully use and leverage all facilities of our upstream provider. The Company is not a gateway Provider and it does not deal with any Foreign Service Providers.

The carrier upon which the Company does not carry its own traffic or calling volume on its own infrastructure and relies for complete networks services is NUSO, LLC.

COMPANY DECLARATION

The Company certifies that it has never been under investigation or committed any violations within the last two years with any local, state, or Federal agency or equivalent related to telemarketing or robocalling. Additionally, the Company is not currently subject to a formal action or investigation due to suspected unlawful robocalling or spoofing.