

Robocall Mitigation Program Description

Company Overview

Midwest IT Tech Support LLC is a technology services provider that offers VoIP solutions, network management, and IT support. Utilizing Skyetel and 3CX for VoIP services, Midwest IT Tech Support acts as an **Originating Service Provider** in the call chain, providing voice services to business customers throughout Wisconsin and Michigan's Upper Peninsula. The company is committed to ensuring that all voice traffic is compliant with FCC regulations and mitigates illegal robocall traffic through proactive measures.

Robocall Mitigation Practices

Midwest IT Tech Support has implemented the following robocall mitigation strategies to prevent illegal robocalls from entering the U.S. network:

- 1. STIR/SHAKEN Call Authentication**

Midwest IT Tech Support ensures that all outbound calls comply with the STIR/SHAKEN authentication framework. This guarantees that caller ID information is verified and provides traceability for call origination.

- 2. Traffic Monitoring and Analysis**

All voice traffic is continuously monitored using advanced tools and algorithms to detect patterns associated with illegal robocall campaigns. Unusual traffic patterns or high volumes of suspect calls are flagged and reviewed by the network operations team.

- 3. Blocking and Tagging Suspicious Calls**

Suspicious calls are either blocked or tagged to alert the recipient of a potential robocall. Automated systems, along with human oversight, ensure that flagged calls are properly handled and that legitimate calls are not inadvertently blocked.

- 4. Collaboration with Upstream and Downstream Providers**

Midwest IT Tech Support collaborates closely with Skyetel and other upstream/downstream providers to share information and take coordinated action in mitigating illegal call traffic. This includes cooperation in identifying robocall sources and implementing necessary filters to prevent illegal calls from passing through the network.

Compliance with FCC Regulations

Midwest IT Tech Support is fully compliant with the Federal Communications Commission's (FCC) robocall mitigation requirements, including the following:

- Registration in the FCC's **Robocall Mitigation Database**.
- Implementation of STIR/SHAKEN call authentication protocols for all VoIP traffic.
- Strict adherence to the **TRACED Act** and other relevant telecommunications regulations.

Midwest IT Tech Support ensures that all voice service traffic is authenticated and that we take the necessary steps to mitigate the risk of illegal robocalls entering our network.

Management and Oversight

The robocall mitigation program is managed and overseen by the executive team, including **Ryan Burnett** and **Celestino Ceballos**. This team is responsible for ensuring the program's effectiveness and compliance with FCC regulations. Regular audits are conducted on voice traffic, and any issues identified are escalated to management for prompt resolution.

Our internal network team uses advanced traffic monitoring software and manual review processes to ensure that all outbound calls are in compliance with robocall mitigation requirements. Any suspicious activity is immediately investigated and mitigated.

Principals, Affiliates, Subsidiaries, and Parent Companies

- **Principals:** Ryan Burnett, Celestino Ceballos
- **Affiliates:** None
- **Subsidiaries:** None
- **Parent Companies:** None

Midwest IT Tech Support is an independent company with no subsidiaries, affiliates, or parent companies.

Confidentiality Request

Midwest IT Tech Support LLC requests that specific details of this filing, including proprietary information about our internal processes and strategies, be kept confidential. A formal confidentiality request has been filed with the FCC's **Electronic Comment Filing System (ECFS)**.

Conclusion

Midwest IT Tech Support LLC is committed to ensuring that all voice traffic is compliant with FCC robocall mitigation requirements. We take our responsibility seriously in preventing illegal robocalls from originating or passing through our network. By adhering to best practices and FCC regulations, we ensure that our customers and the telecommunications industry at large are protected from unlawful robocall activity.