

Robocall Mitigation Plan – *The IT People LLC*

FCC Filing Entity: The IT People LLC

FRN: 0036974475

Contact Information:

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1. Mitigation Practices

The IT People LLC actively implements robocall mitigation practices to prevent the origination of illegal robocalls on our network. Our approach includes:

- **Know-Your-Customer (KYC):**

We vet all new customers during onboarding. High-risk customers (e.g., call centers or telemarketers) undergo additional scrutiny, including business identity verification and use-case justification.

- **Call Traffic Monitoring:**

We use traffic analysis tools to identify unusual calling patterns such as:

- High calls per second (CPS)
- Large bursts of short-duration calls
- Calls with invalid or unassigned caller IDs

- **Call Blocking & Labeling:**

We may block outbound calls that:

- Use invalid, malformed, or unallocated numbers
- Show signs of spoofed caller IDs

- Match known illegal robocall signatures
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2. Monitoring & Identification

Our network is monitored on a regular basis using both:

- **Internal tools** for basic traffic volume and pattern analysis
- **Third-party robocall analytics**, which provide alerts on potential robocall behavior based on industry data

We conduct manual reviews of flagged customers and traffic as needed.

3. Enforcement Actions

When suspected illegal robocalls are identified, we take the following actions:

- **Immediate Review:** Traffic is reviewed manually or with third-party assistance to assess legitimacy.
 - **Customer Notification:** The customer is contacted and asked to cease suspicious activity.
 - **Suspension or Termination:** If abuse continues, services are suspended or terminated per our terms of use.
 - **Cooperation with Enforcement:** We fully cooperate with traceback requests from the Industry Traceback Group (ITG) or the FCC and respond within 24 hours.
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4. Compliance Statement

The IT People LLC certifies that we:

- **Do not knowingly originate illegal robocall traffic**
- **Are committed to taking all reasonable steps** to prevent such traffic
- **Cooperate fully** with all traceback and enforcement investigations

5. STIR/SHAKEN Status

Our network has not fully implemented STIR/SHAKEN due to us not having installed a VoIP environment at the time of writing. We are actively working toward implementing full STIR/SHAKEN capabilities in compliance with FCC requirements.

Date of Filing: 4/30/2025

Signature:

Jesse Hernandez

President

The IT People LLC