

Robocall Mitigation Plan

Company Name: MainStreet IT Solutions
Platform: Hosted 3CX PBX in Microsoft Azure
SIP Trunk Provider: Telnyx

MainStreet IT Solutions provides hosted VoIP phone systems using 3CX PBX servers deployed in Microsoft Azure. All outbound voice traffic from our customers is routed exclusively through Telnyx SIP trunks. We do not originate high-volume or autodialed traffic, and we maintain strict account controls and monitoring. We do not have direct control over the network infrastructure where calls enter the public switched telephone network (PSTN). All STIR/SHAKEN authentication and attestation is performed by Telnyx, our upstream provider. We maintain an Acceptable Use Policy and review any complaints of robocalling activity. Any user found violating our policy will have their service suspended or terminated immediately.

Exemption Statement: The filer is exempt from STIR/SHAKEN implementation under 47 C.F.R. § 64.6305(d)(2)(i). This rule exempts voice service providers that do not have control over the network infrastructure where calls enter the public switched telephone network (PSTN). MainStreet IT Solutions provides hosted VoIP phone systems using 3CX PBX servers deployed in Microsoft Azure. All outbound traffic is routed through Telnyx SIP trunks. Telnyx controls the SIP network, provides PSTN connectivity, and performs all STIR/SHAKEN authentication and attestation. The filer does not operate its own facilities, is not a facilities-based provider, and has no access to numbering resources or direct PSTN interconnection. Therefore, the exemption applies.

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