

Revised Robocall Mitigation Database (RMD) Plan

HC Solutions Group Inc

FCC Filing – Robocall Mitigation Database

1. Company Information

COMPANY NAME	HC Solutions Group INC
BUSINESS TYPE	VOIP Reseller
FCC REGISTRATION NUMBER	003744590
COMPANY ADDRESS	2377 Pierwood Drive
CONTACT NAME	Cody Wait
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HC Solutions Group INC is a VoIP reseller offering retail VoIP services to small businesses and retail customers. HC Solutions Group INC and its customers do not generate high-volume calls or robocall traffic and are dedicated to preventing the origination, transit, or termination of illegal robocalls on its network.

2. Robocall Mitigation Program

Although HC Solutions Group INC relies on its upstream carriers' STIR/SHAKEN call authentication, it has implemented its own internal robocall mitigation program to prevent the origination of illegal or fraudulent robocalls.

a. Customer Vetting

To prevent or reduce illegal robocalls through its voice services, HC Solutions Group INC follows best practices for verifying the identity of all its voice service subscribers, whether they are residential or business customers. The subscriber verification process is designed to confirm the legitimacy of each customer and establish a service relationship. Typically, our company verifies customer identities by collecting information such as physical location, contact person(s), federal tax ID, and the nature of the customer's business. Our efforts to vet retail and commercial subscribers occur during the process of provisioning requested services (such as properly sizing facilities for their intended use), executing necessary service agreements, and granting access to telephone number resources. Commercial end users undergo an additional review, which includes a more thorough background check and possibly a site visit.

All our customers undergo Know Your Customer (KYC) verification before activating new accounts, including:

- Business registration validation (EIN, Business License).
- Identity verification (government-issued ID for authorized representatives).
- Call use-case verification (e.g., contact centers, enterprise communications).
- Customers suspected of engaging in unlawful robocalling are rejected or terminated.

B. Traffic Monitoring

HC Solutions Group INC has implemented a standard process to monitor the usage and quality of its network facilities. It performs regular and prompt reviews of call detail records (CDRs) to quickly identify unusual or suspicious calling activity or patterns that could suggest the network is being used for illegal robocalls. If our system detects activity or a pattern consistent with illegal robocalls, the customer will be contacted within twenty-four hours for further investigation and possible action regarding their subscribed voice service.

HC Solutions Group INC has continuous monitoring of call patterns for:

- High-volume short-duration traffic.
- Calls to known Do-Not-Call (DNC) list numbers.
- Suspicious spikes in call origination.

- Automated alerts trigger a review when abnormal traffic patterns are detected.

C. Telephone Number Validation Practice

HC Solutions Group INC has a validation process to ensure that customers can only use a telephone number in connection with their subscribed voice service(s). There is a procedure in place to verify the calling customer's right to use a telephone number. Call spoofing is not allowed in our system.

D. Traceback Cooperation

- HC Solutions Group INC now has the procedure in place to fully cooperate with the ITG in all traceback requests.
- Will provide call detail records (CDRs) and account information as required by the FCC within the mandated timeframe.

E. Customer Enforcement

For meeting existing obligations to take affirmative, effective measures to prevent new and renewing customers from originating illegal calls, HC Solutions Group INC utilizes service agreements and acceptable use policies as a means of preventing its new and existing subscribers from using the service in ways that would be in violation of local, state, or federal laws, or to engage in deceptive or fraudulent activity.

These documents governing use of Provider provided services include terms indicating specifically to all customers that their services should not be used for the purpose of making illegal robocalls, and HC Solutions Group INC reserves authority within its service agreements to suspend or terminate a subscriber's voice service for violating applicable service-related terms.

- Contractual prohibition against unlawful robocalling.
- **Progressive enforcement measures:**
 - Customer notification and remediation request
 - Temporary call blocking or suspension of services
 - Permanent termination for repeated or egregious violations

3. Certification of STIR/SHAKEN Implementation

HC Solutions Group INC acts as a VoIP reseller and does not directly originate or terminate calls on the PSTN. Instead, it depends its upstream providers, which has implemented full STIR/SHAKEN call authentication in the IP parts of its network.

As a reseller, HC Solutions Group INC ensures that all originated traffic passes through its upstream carriers network, which provides attestation and call authentication services. Additionally, HC Solutions Group INC applies alternate robocall mitigation procedures described in section 2 of this document.

4. Compliance Statement

- **HC Solutions Group INC certifies that it:**
 - Uses upstream carriers, which provides full STIR/SHAKEN implementation.
 - Has implemented the above-described robocall mitigation program to prevent unlawful robocalls from originating on its network.
 - Fully complies with the FCC's Robocall Mitigation Database reporting requirements.
 - Will maintain and update mitigation procedures to remain compliant with FCC regulations.

Contact For Traceback & FCC Inquiries

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