

Robocall Mitigation Program Description

Provider Name: PC Infinity LLC

FCC Registration Number (FRN): 0024484818

Role: Integrated VoIP Reseller

1. Overview

PC Infinity LLC is a VoIP reseller that provides integrated voice services to enterprise and wholesale customers. We recognize our responsibility under the TRACED Act and FCC rules (47 CFR § 64.6300 et seq.) to combat unlawful robocalls. Our Robocall Mitigation Program ensures that our network and customers do not originate or transit illegal traffic, and that we actively monitor, detect, and remediate suspicious call activity.

2. STIR/SHAKEN Implementation

- For calls that we originate and that transit the IP portions of our network, we fully implement STIR/SHAKEN authentication in accordance with FCC requirements.
- For calls we originate that are not capable of full STIR/SHAKEN implementation (e.g., due to legacy interconnection), we apply our robocall mitigation measures described below.

3. Customer Vetting & Onboarding

- All new customers are subject to a Know Your Customer (KYC) process, including validation of corporate identity, contact information, and service use case.
- We prohibit high-volume auto-dialing or outbound traffic patterns inconsistent with the customer's stated business purpose.
- Customers must agree to contractual terms that forbid the origination of unlawful robocalls.

4. Call Traffic Monitoring & Analytics

- We utilize analytics tools to monitor traffic for patterns consistent with robocall activity, including high call-per-second (CPS) rates, short-duration calls, and suspicious call volumes to known high-risk destinations.
- Calls are screened against industry databases and numbering resources to detect invalid, unallocated, or spoofed caller IDs.
- We block or quarantine traffic identified as highly likely to be unlawful.

5. Remediation & Enforcement

- When suspicious traffic is detected, we immediately investigate and, if appropriate, suspend or terminate the offending customer's service.
- We maintain documented procedures for addressing traceback requests from the Industry Traceback Group (ITG) and respond promptly to all inquiries.
- Repeat or intentional violators are permanently barred from our network.

6. Ongoing Compliance

- We participate in industry efforts, including the ITG traceback process.
- Our compliance team regularly reviews FCC guidance and updates our mitigation procedures as needed.
- We maintain records of mitigation activity for auditing and regulatory purposes.

Electronically Signed,



Jon Earle
Managing Member
PC Infinity LLC