

Robocall Mitigation Program Description (FCC Filing Draft)

1. Company Information

- **Company Name:** Concord IT Solutions
 - **FCC Registration Number (FRN):** 0037467743
 - **Contact Person:** Joel Johns
 - **Title:** President
 - **Phone:** 704-208-4020
 - **Email:** joel@concorditsolutions.com
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2. STIR/SHAKEN Implementation

Concord IT Solutions provides voice services as a reseller of **SkySwitch (formerly CoreDial)**. SkySwitch has fully deployed the **STIR/SHAKEN framework** on its IP-based network in compliance with FCC requirements.

As a reseller, [Your Company Name] does not operate the technical infrastructure to sign or verify calls directly. Instead, we rely on our upstream carrier (SkySwitch) for the implementation of STIR/SHAKEN.

3. Robocall Mitigation Practices

While our upstream provider performs STIR/SHAKEN authentication, [Your Company Name] has implemented additional robocall mitigation measures to ensure our platform is not used to originate unlawful robocalls:

- **Know-Your-Customer (KYC):**
 - We verify the identity and legitimacy of all customers before activating service.
 - We require business documentation (EIN, incorporation papers) for commercial customers.
 - We do not allow anonymous provisioning.
- **Traffic Monitoring & Analytics:**
 - We monitor customer traffic for abnormal calling patterns, such as high-volume short-duration calls, sequential dialing, or excessive call attempts.
 - We take immediate corrective actions when suspicious traffic is identified.
- **Customer Enforcement:**
 - We maintain strict Terms of Service prohibiting unlawful robocalling.

- Customers found to be originating illegal robocalls are subject to suspension or termination.

- **Complaint & Traceback Handling:**

- We respond promptly to complaints and traceback requests from the **USTelecom Industry Traceback Group** and the FCC.
- We fully cooperate with law enforcement investigations of suspicious or unlawful robocalls.

4. Commitment to Traceback Cooperation

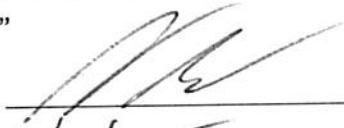
Concord IT Solutions commits to full cooperation with the **USTelecom Industry Traceback Group** and the FCC in investigating suspicious or unlawful robocall traffic. We respond promptly to traceback requests and work with our upstream provider to trace and mitigate problematic call traffic.

5. Contact Information for Law Enforcement & FCC

- **Traceback/Compliance Contact:** Joel Johns, President
- **Email:** joel@concorditsolutions.com
- **Phone:** 704-208-4020

6. Certification Statement

"I, Joel Johns, President, certify that the foregoing description is true and accurate, and that [Your Company Name] has implemented the above-described robocall mitigation practices in compliance with 47 CFR § 64.6305."

- **Signature:** 
- **Date:** 9/4/25