

Robocall Mitigation Program Description

Company: Bethel IT Services, LLC

FCC Registration Number (FRN): 0037465655

Role in Call Chain: Originating and Terminating Provider

Upstream Carrier: SkySwitch (formerly CoreDial, LLC)

STIR/SHAKEN Implementation

Bethel IT Services does not directly implement STIR/SHAKEN attestation. Instead, we rely on our upstream carrier, SkySwitch (formerly CoreDial, LLC), which provides full STIR/SHAKEN implementation and signs all outbound calls on our behalf. This ensures compliance with FCC requirements for caller ID authentication in the IP portions of the network.

Call Authentication Practices

- Outbound calls originated by Bethel IT Services customers are authenticated and signed through SkySwitch's STIR/SHAKEN deployment.
- Bethel IT Services does not inject unsigned traffic directly into the public switched telephone network (PSTN).

Robocall Mitigation Practices

For all originated traffic, Bethel IT Services employs the following robocall mitigation measures:

1. Know Your Customer (KYC):

- We vet all new customers prior to activation, including business verification, service needs, and usage patterns.
- We do not allow anonymous or prepaid sign-ups.

2. Traffic Monitoring and Analytics:

- We monitor traffic patterns for high-volume, short-duration, or other anomalous calling activity.
- Suspicious call behavior is reviewed and, if necessary, escalated to SkySwitch's fraud and compliance team for immediate action.

3. Enforcement and Remediation:

- Customers found to be originating unlawful robocalls will have service suspended or terminated.
- Reports of abuse are promptly investigated, and remediation steps are documented.

4. Coordination with Upstream Provider:

- We work with SkySwitch to ensure that any suspicious traffic can be quickly identified and blocked.
- We rely on SkySwitch's ongoing STIR/SHAKEN implementation and robocall mitigation efforts in accordance with FCC regulations.

Commitment

Bethel IT Services is committed to preventing unlawful robocall traffic on our network. We maintain strict onboarding controls, monitor call traffic, and enforce policies against abuse. By partnering with SkySwitch's fully deployed STIR/SHAKEN implementation, we ensure our customers' calls are properly authenticated and comply with FCC requirements.

Contact Information for Law Enforcement & FCC

- Traceback/Compliance Contact: Chuck Ruiz, Owner
- Email: support@bethelitservices.com
- Phone: 203-297-6290

Certification Statement

I, Charles (Chuck) Ruiz, Owner, certify that the foregoing description is true and accurate, and that Bethel IT Services, LLC has implemented the above-described robocall mitigation practices in compliance with 47 CFR § 64.6205.

- Signature: 
- Date: 9/8/25