

Revive Your Computer Robocall Mitigation Plan

Business Model

Revive Your Computer is an MSP that provides voice services on a resale basis. The resale services are from the following companies (OIT LLC, PayG LLC dba Skyswitch, and GoTo Communications Inc). These carriers perform STIR/SHAKEN signing and provide additional monitoring and mitigation. Revive Your Computer does not operate as a facilities-based carrier. Revive Your Computer is not assigned an OCN.

Complaint Handling

Any complaints about suspected robocall traffic are directed to help@myryc.com, which is tied to our ticketing system. Reports are escalated to our voice team. Complaints are acknowledged and investigated within four business days, and resolved as quickly as possible. Investigations include searching the resellers reporting structure including contacting the specific resellers support team for further investigation if needed. If a violation is verified, Revive Your Computer will disable the customer endpoint or suspend service immediately.

Traceback

Revive Your Computer is a MSP that is committed to cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that we learn are using our resellers services to originate calls. Revive Your Computer and our resellers will respond to traceback requests from the Commission, civil and criminal law enforcement, and the industry traceback consortium fully and in a timely manner.

Robocall Mitigation Database Eligibility

Revive Your Computer has not been involved in any recent, formal law enforcement or regulatory investigation into suspected unlawful robocalling.

Revive Your Computer has not been prohibited from filing in the Robocall Mitigation Database (RMD).