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Robocall Mitigation Program (RMP) – Reseller Compliance Description

(Version 1.0)

September 12, 2025

1. Introduction

IT & Technology Group LLC is a reseller of telecommunications services and is committed to complying with all Federal Communications Commission (FCC) rules under 47 CFR §64.6305 regarding Robocall Mitigation. We rely on our upstream carrier partners for core call routing, while maintaining our own policies and procedures to prevent the origination, termination, and transmission of illegal robocalls.

2. STIR/SHAKEN Compliance

- As a reseller, IT & Technology Group LLC does not operate its own switching or IP interconnection infrastructure.
 - All call authentication and STIR/SHAKEN implementation are performed by our underlying carriers listed below:
 - SkySwitch
Arbor Crest I, 751 Arbor Way, Suite #150,
Blue Bell, PA 19422
 - We ensure that we only partner with carriers registered in the FCC's Robocall Mitigation Database.
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3. Customer Vetting (Know Your Customer – KYC)

- All new customers must undergo an onboarding verification process, which includes:
 - Valid business registration (Secretary of State / IRS EIN confirmation).
 - Verification of business use cases for outbound calling.
 - Review of traffic expectations to ensure consistency with legitimate use.
 - Customers with unverifiable identities or suspicious business purposes are denied service.
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4. Ongoing Traffic Monitoring

- We monitor traffic patterns in real time and through post-call analytics to identify along with our underline service provider:

- High-volume short-duration calls.
 - Sequential dialing or unusual traffic spikes.
 - Calling patterns inconsistent with the customer's profile.
 - Suspect traffic is reviewed and may be blocked or suspended pending investigation.
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5. Mitigation & Enforcement Actions

- When suspicious or illegal robocall activity is detected or identified by our underline provider, IT & Technology Group LLC will:
 - Immediately investigate the traffic and notify the customer.
 - Suspend or terminate accounts engaged in illegal calling activity.
 - Cooperate with the FCC, law enforcement, and upstream carriers during investigations.
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6. Recordkeeping & Reporting

- We maintain records of:
 - Customer onboarding documentation.
 - Traffic monitoring and analysis.
 - Enforcement actions taken against violators.
 - These records are available upon FCC request.
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7. Customer & Subscriber Education

- Customers are informed of FCC robocall compliance obligations during onboarding.
 - Educational resources are provided to ensure legitimate use of our services.
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8. Certification

IT & Technology Group LLC has filed and will maintain certification in the FCC Robocall Mitigation Database (RMD), attesting to the above practices.