

Robocall Mitigation Plan For Tech Support One LLC

1. Overview

Tech Support One LLC is committed to providing high-quality voice services while ensuring compliance with all relevant federal regulations, particularly those concerning robocall mitigation. We are committed to protecting the voice ecosystem from unlawful robocalls, scams, and fraud. Our focus is ensuring the calls that originate on or transit through our network are legal, authenticated, and trustworthy.

Tech Support One LLC partners with upstream carriers CoreDial and SkySwitch to deliver call services but maintains direct relationships with end-user customers. Our company has zero tolerance for robocalls, and we have implemented measures to prevent our systems from being used to originate or facilitate such calls. This document outlines the steps we are taking to ensure that our network is not misused for robocalling activities.

2. Zero Tolerance Policy for Robocalls

At Tech Support One LLC, we have a zero-tolerance policy for the origination of illegal robocalls. We understand the significant impact robocalls have on consumers and are fully committed to preventing our network from being exploited for such activities. Ensuring a positive and responsible user experience is essential for maintaining trust with our customers and protecting the integrity of the telecommunications industry. Any customer or user found to be engaging in robocall activities will have their service immediately suspended, with further legal actions considered if necessary.

3. Know Your Customer (KYC) Procedures

Tech Support One LLC only conducts business with clients with whom we have an established relationship or who have been referred to us by existing customers. This approach enables us to understand the intended use of our services for their phone system and ensure a high level of personalized support. We take a rigorous approach to customer verification and vetting through our Know Your Customer (KYC) process. Before onboarding any new customer or providing service, Tech Support One LLC thoroughly vets each customer using the following steps:

- We verify the identity of all new customers using official identification and business registration details.
- We evaluate the nature of the customer's business and the use case of our services to ensure their intended use of voice services aligns with regulatory requirements and does not involve robocalling or other illegal activities.
- We provide clear guidelines to customers regarding acceptable use of our services, including prohibitions on robocalling. Our terms of service explicitly outline the legal consequences of engaging in illegal calling practices.

4. Technical Safeguards to Prevent Robocalls

Our network and voice systems are designed with built-in safeguards to prevent robocalls from originating or being routed through our infrastructure. These include:

- Tech Support One LLC's default system configuration does not include features that enable the automated dialing and delivery of pre-recorded messages (the hallmark of robocalls). We ensure that all features and capabilities provided to most customers do not facilitate robocall activities.

- WE do allow customers to upgrade their systems to include limited automatic calling capabilities, but only after a thorough investigation into how these systems will be used. Any customers with the automatic calling capability are bound by special terms that prevent unwanted robo calls.
- All outbound traffic is routed through providers that are listed in the FCC's Robocall Mitigation Database and are required to sign calls appropriately.
- Both Skyswitch and CoreDial have implemented STIR/SHAKEN on their networks, and Tech Support One LLC relies on their authentication frameworks to ensure compliance for SIP-based traffic.

5. Ongoing Monitoring and Auditing

Tech Support One LLC conducts regular audits and reviews of its network and customer activity to ensure compliance with robocall mitigation standards.

- We review customer call volume monthly. If usage exceeds a reasonable threshold for the number of devices or users on the account, the customer's activity is investigated.

In the event that we detect a violation of our zero-tolerance policy or any suspicious behavior, we take the following actions:

- Our fraud prevention team investigates the issue, including identifying the source of the issue and contacting the customer in question.
- If robocall activity is confirmed, service to the offending customer is terminated immediately. We also report such violations to the FCC and any other relevant authorities.

6. Compliance with FCC Regulations

Tech Support One LLC is fully committed to complying with all relevant FCC regulations concerning robocall mitigation, including:

- STIR/SHAKEN Implementation: Tech Support One LLC is a reseller of voice services and does not originate traffic on facilities it controls. In accordance with 47 CFR § 64.6303, Tech Support One LLC relies on its upstream carriers, Skyswitch and CoreDial, who have fully implemented STIR/SHAKEN in their networks. Tech Support One LLC therefore passes only traffic that has been authenticated at origination and meets the FCC's STIR/SHAKEN obligations
- We report any suspicious or illegal robocall activity to the appropriate authorities and cooperate fully with regulatory investigations.
- We maintain appropriate records of our customer vetting and onboarding, suspicious usage investigations, robocall complaints, and enforcement actions to ensure compliance with FCC regulations.
- To the extent that Tech Support One LLC were to receive information from law enforcement, traceback entities or other sources that a customer is engaged in illegal robocalling, our policy is to cooperate fully, and to reply to those requests within 24 hours.

7. Up-stream Provider Details

Tech Support One LLC has two upstream providers from which we receive voice traffic:

PayG LLC dba SkySwitch

Arborcrest 1
751 Arbor Way
Suite 150
Blue Bell, PA 19422
Phone: 747.777.8100
Email: support@skyswitch.com

CoreDial LLC

Arborcrest 1
751 Arbor Way
Suite 150
Blue Bell, PA 19422
Phone: 215.297.4400
Email: cdsupport@skyswitch.com

8. Certification

Tech Support One LLC certifies that:

- This mitigation plan has been filed in the FCC Robocall Mitigation Database.
- All outbound calls are authenticated by STIR/SHAKEN via its upstream providers.
- Customer vetting, monitoring, and enforcement procedures are actively maintained to prevent unlawful robocall activity.

Contact Information:

Tech Support One LLC

Customer Service: 800-835-9502

Email: sales@techsupportonellc.com

Robocall Mitigation complaints tracebacks and trace forwards can be directed to phone@techsupportonellc.com or call 800-835-9502.

Please provide the following information:

- Full name, Authorized Agency / Department:
- Phone Number:
- Nature of Request (Subscriber info, Call detail records, Billing info, etc.)
- Target Telephone Number(s):
- If applicable; Copy of the Subpoena, Court Order, Search Warrant, or Other Formal Legal Process
- Additional Notes (incl. specific circumstances and/or deadlines).