

Robocall Mitigation Program Description

Provider Name: A&G Computer Services LLC dba A&G Security and Technology

FCC Registration Number (FRN): 0028800282

Contact Person: Michael LaCour

1. Overview

A&G Computer Services LLC dba A&G Security and Technology has been in operation since 2005. We provide an array of services to small businesses and organizations in Louisiana, including IT MSP Services, Alarm System Installation and Monitoring, UCaaS Services, Security Cameras, Home Automation, Emergency Notification Systems, Real Time Crime Center Camera and systems installs, and more. We are located in Natchitoches, LA and proudly service the state of Louisiana. We provide white-label VoIP phone services through SkySwitch and serve end users directly.

2. STIR/SHAKEN Implementation

All outbound calls from our platform are signed by SkySwitch, our upstream provider, in compliance with STIR/SHAKEN protocols:

- Calls using SkySwitch-provided numbers receive Attestation Level A.
- Calls using BYOT (Bring Your Own Telecom) numbers receive Attestation Level B, and we coordinate with the underlying carrier to ensure compliance.

We do not directly operate a SIP proxy or signing infrastructure, but our upstream provider ensures full STIR/SHAKEN compliance for calls originating from our network.

3. Robocall Mitigation Practices

For calls not eligible for STIR/SHAKEN or in cases where Attestation Level B applies, we implement the following mitigation measures:

- Know Your Customer (KYC): All customers undergo identity verification before service activation. Business customers must provide EIN and business registration documentation.
- Traffic Monitoring: We monitor call patterns for anomalies such as high-volume short-duration calls. Suspicious traffic is flagged and investigated manually.
- Traceback Cooperation: We fully cooperate with traceback requests from the FCC, USTelecom, and law enforcement agencies.
- Complaint Handling: We maintain a support channel for robocall complaints. Complaints are logged, investigated, and resolved within 48 hours.
- Upstream Coordination: We maintain an active relationship with SkySwitch to ensure compliance updates and technical alignment.

4. Prior Enforcement Actions

A&G Computer Services LLC has not been subject to any robocall-related enforcement actions or investigations by the FCC or other regulatory bodies.

5. Confidentiality

This filing does not contain confidential information. If future filings require confidentiality, we will submit both redacted and unredacted versions per FCC guidelines.