



ESSENTIAL IT SERVICES, INC

IT Promises: Delivered!

Robocall Mitigation Program Statement

Company Name: Essential IT Services, Inc

FCC Registration Number (FRN): 0037854312

Program Overview

Essential IT Services, Inc is a non-facilities-based VOIP reseller. We do not hold numbering resources or operate our own switching facilities. Instead, we provide retail VOIP service to end users through a wholesale partner that has implemented complete STIR/SHAKEN across its IP network and has filed accordingly with the FCC.

All outbound calls originated by our customers are handed off to this wholesale carrier, which performs full STIR/SHAKEN authentication and verification on our behalf.

Robocall Mitigation Practices

Although we rely on our upstream provider for STIR/SHAKEN, Essential IT Services, Inc maintains a Robocall Mitigation Program to ensure unlawful robocalls are not originated on our network. Our program consists of the following:

Know-Your-Customer (KYC):

- Collect and validate business identification (EIN, business license, or government-issued ID).
- Verify customer address and contact details before activating service.
- Maintain accurate customer records available to regulators upon request.

Traffic Monitoring:

- Monitor call detail records (CDRs) for suspicious patterns (high-volume short-duration calls, excessive calls per second, calls to invalid numbers).
- Utilize reports provided by our wholesale platform to identify anomalous traffic.

Enforcement:

- Immediately investigate suspicious traffic.
- Suspend service pending investigation where unlawful robocalling is suspected.
- Terminate customers who engage in confirmed illegal robocall activity.

Commitment

Essential IT Services, Inc is committed to protecting consumers and ensuring the integrity of the U.S. communications ecosystem. We will continue to rely on our wholesale partner's complete STIR/SHAKEN implementation, maintain our internal robocall mitigation program, and update our filing as necessary to remain in compliance with FCC requirements.