

Restored Digital Solutions, LLC

FCC FRN: [0037901386]

Filing Date: January 20, 2026

Role in Call Chain: Voice Service Provider (no STIR/SHAKEN implementation obligation due to lack of control over underlying IP network infrastructure)

Restored Digital Solutions, LLC is a non-facilities-based voice service provider and authorized partner/reseller of SkySwitch's Cordial platform. We provide VoIP services to business and residential end-user customers in the United States, originating calls on their behalf using SkySwitch's managed cloud-based switching and routing infrastructure. We do not own or control the physical network facilities, IP core, or call authentication systems; SkySwitch handles these functions upstream.

As we lack the network control necessary to implement STIR/SHAKEN caller ID authentication (per FCC exemptions for non-facilities-based providers under 47 CFR § 64.6305 and related orders), we select "No STIR/SHAKEN Implementation" in our certification. All calls we originate remain subject to this robocall mitigation program, consistent with 47 CFR § 64.6305(a).

1. Affirmative, Effective Measures to Prevent New and Renewing Customers from Originating Illegal Robocalls

We implement a robust Know Your Customer (KYC) and customer vetting process to prevent illegal robocall traffic:

Onboarding Verification: All new customers undergo identity and business verification before service activation. This includes requiring government-issued ID, business registration documents (e.g., EIN, articles of incorporation), proof of physical address, and intended use of the service. We cross-check against public databases and fraud indicators (e.g., high-risk patterns or blacklists).

Contractual Prohibitions: Customer service agreements explicitly prohibit illegal robocalls, including violations of the TCPA, TRACED Act, Do-Not-Call rules, spoofing, or any unsolicited automated/prerecorded calls without consent. Agreements include clauses allowing immediate suspension or termination for suspected violations, with no-refund policy for abuse-related terminations.

Renewal and Ongoing Monitoring: Existing/renewing customers are subject to periodic reviews (e.g., annual re-verification for high-volume users) and must reaffirm compliance. We require updates to contact/use information if changes occur.

Customer Education: We provide resources (via portal/emails) on FCC/TCPA compliance, legitimate calling practices, and reporting suspicious activity.

If abuse is detected (e.g., via complaints or monitoring), we investigate promptly and terminate non-compliant accounts.

2. Call Analytic Systems Utilized

We rely on SkySwitch's integrated call analytics and fraud detection tools within the Cordial platform to identify and mitigate patterns indicative of illegal robocalls. These include:

Real-time monitoring for high-volume/short-duration calls, unusual geographic patterns, or rapid sequential dialing.

Integration with third-party robocall blocking/fraud detection services (as provided/partnered by SkySwitch, e.g., tools similar to Nomorobo or equivalent analytics for anomaly detection).

Alerts and dashboards for abnormal usage thresholds, which trigger manual review and potential blocking/suspension.

We do not operate independent analytics but actively review SkySwitch-provided reports and act on flagged traffic.

3. Procedures to Know Upstream Providers

SkySwitch is our sole upstream provider for call origination, routing, and interconnection. We vet and monitor them as follows:

Review of SkySwitch's current RMD filing and certification status (publicly available via FCC database) to confirm their compliance and robocall mitigation commitments.

Contractual agreements with SkySwitch requiring adherence to FCC rules, including STIR/SHAKEN implementation on their network, traceback cooperation, and prompt handling of illegal traffic.

Periodic checks (at least quarterly) of SkySwitch's public compliance updates, support communications, and any FCC notices related to their operations.

Reliance on SkySwitch's upstream vetting of their own providers to ensure end-to-end mitigation.

We commit to terminating or rerouting traffic if upstream issues arise that impact compliance.

4. Additional Commitments and Practices

Traceback Response: We commit to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, or the industry traceback consortium, providing requested call detail records, customer information (subject to legal process), and cooperation in investigations to stop illegal robocallers using our service.

No Recent Actions: To our knowledge, neither Restored Digital Solutions, LLC nor any affiliates have been subject to FCC, law enforcement, or regulatory action/investigation in the past two years related to illegal robocalling, spoofing, or RMD deficiencies.

Updates: We will update this program and our RMD filing within 10 business days of any material changes (e.g., new upstream providers, tools, or policies), per FCC rules.

Overall Program Oversight: Management (including the undersigned officer) oversees compliance, with regular internal reviews to ensure effectiveness.

This program reflects reasonable, specific steps tailored to our reseller role, focusing on customer prevention, upstream reliance, and full cooperation to combat illegal robocalls.

Signed:

Miguel A. Martin (managing partner)

Restored Digital Solutions, LLC

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