

**Robocall Mitigation Program Description IT Services of Augusta FRN: 0027470814 FCC
Robocall Mitigation Database Filing Date: January 21, 2026**

Prepared by: Brian Smallwood, Owner

1. Company Overview and Role in the Call Chain IT Services of Augusta is a non-facilities-based voice service provider operating as a reseller of VoIP services to end-user customers (primarily businesses and individuals) in the United States. We do not own, operate, or control the underlying network infrastructure, switches, SIP signaling paths, or call origination facilities necessary to implement the STIR/SHAKEN authentication framework. All voice traffic is routed through our upstream provider, SkySwitch, which handles call origination, STIR/SHAKEN implementation (signing and authentication), and related compliance for traffic we route.

As a reseller without a STIR/SHAKEN implementation obligation (per 47 CFR § 64.6305(d)(2)(i)), we rely on SkySwitch's compliance measures while fulfilling our own obligations through customer-focused mitigation practices.

2. Reasonable Steps to Prevent Originating Illegal Robocall Traffic Consistent with 47 CFR § 64.6305(a), we implement the following affirmative and effective measures as part of our robocall mitigation program:

- **Customer Onboarding and Vetting (Know Your Customer - KYC):** All new and renewing customers undergo screening prior to service activation. This includes:
 - Verification of business/individual legitimacy (e.g., business registration, contact details, intended legitimate use of service).
 - Review of any known prior complaints, robocall history, or red flags from public sources or industry reports.
 - Requirement for customers to sign service agreements prohibiting illegal robocalls, spoofing, unsolicited telemarketing without consent, or any violation of TCPA/FCC rules.
- **Contractual and Policy Provisions:** Customer contracts include explicit clauses:
 - Prohibiting origination of illegal or unwanted robocalls.
 - Allowing immediate suspension or termination of service upon detection of suspected illegal activity.
 - Requiring customers to cooperate with investigations and provide information as needed.

- **Monitoring and Detection:** We monitor customer account activity for unusual patterns (e.g., high call volumes, short-duration calls, complaints received via support tickets or external reports). We review any inbound complaints promptly and investigate potential issues.

3. Call Analytics and Tools We rely on SkySwitch's platform-provided traffic analytics, monitoring tools, and robocall detection/blocking features (as available through their service). No additional third-party call analytic systems are currently in use, but we evaluate enhancements as needed to strengthen mitigation.

4. Knowledge of Upstream Providers Our sole upstream provider is SkySwitch. We maintain an ongoing business relationship and verify their compliance with FCC robocall mitigation requirements and STIR/SHAKEN implementation through partnership communications, review of their public RMD filing, and contractual assurances.

5. Traceback Response and Cooperation Commitment We commit to:

- Responding fully and within **24 hours** to all traceback requests received from the Federal Communications Commission (FCC), law enforcement agencies, or the industry traceback consortium (e.g., IP Networks Traceback Consortium).
- Cooperating fully in any investigations, including providing requested call detail records, customer information (subject to applicable privacy rules), and taking prompt corrective actions such as customer suspension or termination to stop identified illegal robocall activity originating via our service.

6. Overall Program Commitment and Review This robocall mitigation program is designed to significantly reduce the risk of illegal robocall origination or transmission through our services, in full compliance with 47 CFR § 64.6305. We regularly review and update these practices to align with evolving FCC requirements, industry best practices, and any guidance from upstream providers. We have not been subject to any prior FCC removal from the RMD or prohibitions on filing.

Signed: Brian Smallwood

Owner

IT Services of Augusta

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