

Robocall Mitigation Program Description

Filer: Pro Computers (FRN: 0037915956)

Date: 01/23/2026

1. Purpose

Pro Computers (“the Company”) maintains a Robocall Mitigation Program designed to prevent the origination and transmission of illegal robocalls and to comply with applicable FCC rules and industry best practices.

2. Network and Call Origination

The Company provides voice services to end users and utilizes upstream service providers/carriers for call routing and call authentication where applicable. The Company prohibits the use of its services for unlawful robocalling, spoofing, or other abusive calling behavior.

3. Customer Vetting and Acceptable Use

The Company employs reasonable customer screening and maintains an Acceptable Use Policy (AUP). Customers are prohibited from:

- initiating illegal robocalls
 - using spoofed or misleading caller ID
 - transmitting scam, fraud, or nuisance traffic
- Violations may result in suspension or termination of service.

4. Monitoring and Detection

The Company uses reasonable monitoring and mitigation controls, including:

- monitoring for anomalous calling patterns (high volume, short duration, sequential dialing, or unusual traffic spikes)
- investigating complaints received from customers, carriers, regulators, or industry groups
- blocking or restricting suspicious traffic as appropriate

5. Blocking Invalid or Unallocated Numbers

Where technically feasible and supported by upstream providers, the Company blocks calls from invalid, unallocated, or unused numbering resources and cooperates with upstream providers in traffic blocking and mitigation.

6. Traceback Cooperation

The Company will respond fully and within 24 hours to traceback requests from the FCC, law enforcement, and/or the Industry Traceback Group (ITG). The Company will investigate and take appropriate actions including customer notification, restrictions, suspension, and termination.

7. Enforcement Actions

If illegal robocalling is suspected or confirmed, the Company will take appropriate action, which may include:

- traffic blocking or limitations
- account suspension
- service termination
- cooperation with upstream carriers and regulators

8. Program Updates

The Company reviews and updates this Robocall Mitigation Program as necessary in response to evolving threats, customer activity, and regulatory requirements.

Authorized Representative: Brian McMullen

Name: Brian McMullen

Title: Owner

Email: brian@pcmc.us

Phone: 228-832-4776