

Robocall Mitigation Program

Provider Legal Name: Computol, Inc.

d/b/a Names (if any): Computol

FCC (FRN): 0024540262

Operating Company Number (OCN): 830890

Primary Contact: Jeffery W. Hamons, President

Email: jeffhamons@computol.com

Phone: 419-874-2280

1) Overview and Scope

As a VoIP service provider, we help with originating and/or terminating all caller traffic in cooperation with our carriers. We implement a robocall mitigation program designed to take reasonable steps to avoid originating illegal robocall traffic and to respond within 24 hours to traceback requests from the FCC, law enforcement, and the industry traceback consortium

Our network provides IP, hosted VoIP stations.

Our customer base consists of retail and enterprise business customers located in the United States.

2) STIR/SHAKEN Implementation Status

We certify our caller ID authentication status as required in the RMD:

The STIR/SHAKEN process is fully implemented across the network.

We align with our RMD certification

3) Reasonable Steps to Prevent Originating Illegal Robocalls

Our program combines customer vetting, contractual controls, traffic monitoring/analytics, investigation and blocking procedures, and rapid traceback cooperation.

3.1 Know-Your-Customer (KYC) / Onboarding

Identity verification is performed on each new customer

Service Use-case reviews are performed on all new accounts, reviews will be done on campaign types, expected call volumes, average call duration, call destinations, caller ID policies.

As the Reseller we screen all new accounts, and we require equivalent KYC knowledge and retain audit rights. These steps implement “reasonable measures” to avoid originating illegal robocalls.

3.2 Contractual Controls

Our service agreement prohibits via our Terms of Use: No illegal robocalls, unlawful spoofing, and TCPA/other law violations.

We require compliance with FCC rules and cooperation with traceback requests within 24 hours.

We reserve the right to suspend or terminate service and block traffic reasonably suspected to be illegal.

3.3 Call Analytics & Monitoring

We monitor for STIR/SHAKEN and CALLER ID verification.

We can respond and provide Temporary or Permanent Blocks on traffic and suspension or termination if determined wrongful activity is occurring.

3.4 Traceback, Investigation, and Remediation

We will respond within 24 hours to lawful traceback requests from the FCC, law enforcement, and the industry traceback consortium, and cooperate fully to investigate and stop any illegal robocallers using our service.

We will investigate each occurrence with the customer in question and will determine if blocking or termination is required.

If we determine that illegal activity is confirmed or highly likely, we will block the traffic on the account and notify the customer appropriately. We will retain related records

3.5 Blocking and Redress

We will block calls that are highly likely to be illegal based on analytics and or other investigations, consistent with FCC rules.

We will address impacted callers who can contest blocking via proper notification to us via email or phone. We will work to verify false positives are promptly unblocked and root causes addressed to prevent future blocks.

4) Ongoing Monitoring, Auditing, and Training

We will continuously monitor traffic with periodic internal audits of high-risk accounts as needed or necessary.

We will regularly review analytic thresholds and vendor performance updates to detection models as scams evolve and changes occur.

We will provide annual Employee training and during onboarding for new hires as needed covering: legal standards TRACED Act/TCPA basics, STIR/SHAKEN, KYC procedures, traceback handling, and blocking/redress procedures.

5) Handling of International/Upstream Traffic (if applicable)

Foreign traffic is not applicable in our network

6) Recordkeeping

Client records are retained for the duration of the relationship. Accounting and billing records or any mitigation records will be maintained for 1 year following any account terminations.

7) Complaints Intake and Consumer Protection

All complaints will be directed to support@computol.com. A complaint can also be called via 419-874-2280 and discussing with our support desk. Appropriate action will be taken via a ticketed process upon receipt.

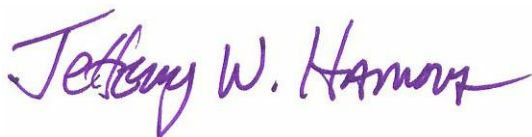
8) Governance, Attestation, and Updates

This program is owned by Jeffery W. Hamons the CEO/President at Computol, Inc. who as an Officer of the corporation is authorized to attest that this program and our RMD certification are true, accurate, and complete.

We also commit to reviewing this program at least annually and upon material changes we will update CORES/RMD within required timeframes.

Date: January 28, 2026

Signed:



Jeffery W. Hamons, President/CEO Computol, Inc.

Appendix A — References

- 47 CFR § 64.6305 — Robocall mitigation and certification (eCFR).
- FCC Robocall Mitigation Database — Overview and portal guidance.
- Robocall Mitigation Database External Filing Instructions (Jan. 2026).
- Public Notice DA 26-72 (Jan. 22, 2026): Annual recertification due Mar. 1, 2026).