



FixYourTech

REPAIRS - SUPPORT - CONSULTING - CYBERSECURITY

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FCC Robocall Mitigation Program

STIR/SHAKEN Status: No Implementation

1. STIR/SHAKEN Implementation Status

The provider has not implemented STIR/SHAKEN at this time. In accordance with 47 CFR §64.6305(e), the provider maintains a Robocall Mitigation Program reasonably designed to prevent the origination and transmission of illegal robocalls and spoofed calls on its network.

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2. Robocall Mitigation Measures

The provider employs the following mitigation practices:

- Actively monitors call traffic for indicators of illegal robocalling, spoofing, and high-volume anomalies
- Implements rate-limiting, call blocking, and suspension where suspicious or unlawful traffic is detected
- Takes immediate corrective action, including termination of service, upon confirmation of illegal robocall activity
- Maintains written internal procedures for investigation and escalation of suspected robocall violations

These measures are designed to prevent the origination, routing, or termination of unlawful calls.

3. Know Your Customer (KYC) Procedures

Prior to onboarding customers, the provider performs reasonable KYC verification, including:

- Legal business name, address, and verifiable contact information
- Government-issued identification or business registration documentation
- Validation of customer use case and calling purpose
- Ongoing review to ensure continued compliance with stated use case

Customers failing verification or engaging in deceptive practices are denied service or disconnected.

4. Upstream Provider Vetting

The provider vets upstream carriers and wholesale partners by:

- Confirming registration in the FCC Robocall Mitigation Database
- Reviewing upstream robocall mitigation and compliance practices
- Monitoring inbound traffic from upstream providers for abnormal or suspicious patterns
- Taking corrective action or suspending traffic from upstream providers that fail to mitigate illegal robocalls

5. Analytics and Monitoring

The provider utilizes call analytics and traffic monitoring tools to identify:

- Unusual call volumes or burst patterns
- Invalid, unassigned, or high-risk calling numbers
- Repeated short-duration or failed call attempts
- Patterns consistent with robocall or spoofing campaigns

Detected risks trigger investigation and mitigation actions without unreasonable delay.

6. Traceback Cooperation (24-Hour Commitment)

The provider commits to:

- Fully cooperate with the FCC, the Industry Traceback Group (ITG), and law enforcement
- Respond to traceback requests within 24 hours
- Provide accurate call records and supporting documentation as required
- Take prompt enforcement action based on traceback findings

7. Ongoing Compliance

This Robocall Mitigation Program is reviewed periodically and updated as necessary to ensure continued compliance with FCC rules and evolving robocall threats.

Sincerely,

Joshua Silverman
President