

Robocall Mitigation Program Description

Provider Name: Done Right Computer Services

FCC FRN: 0037992146

Contact: Randy Bell, Owner, support@drcomputers.biz, 877-725-3101

1. STIR/SHAKEN Implementation

Done Right Computer Services provides VoIP services using the Viirtue platform, powered by NetSapiens, which has implemented the STIR/SHAKEN framework for SIP-based call authentication.

- All IP-originated calls are authenticated and signed in accordance with FCC requirements.
- Signed calls are validated upon receipt where supported by upstream and downstream carriers.
- For any non-IP interconnections, we rely on Viirtue's carrier relationships and continue to support the transition toward all-IP connections to extend STIR/SHAKEN coverage.

2. Robocall Mitigation Practices

For traffic not authenticated by STIR/SHAKEN (such as non-IP interconnections), Done Right Computer Services maintains the following mitigation practices to prevent the origination of illegal robocalls:

- Know Your Customer (KYC): We require all new customers to provide valid business information, including Provincial and or Federal Tax ID, service use case, and identity verification, before service activation.
- Customer Screening: We prohibit the sale of services to entities known for robocall activity or those previously flagged in traceback efforts.
- Call Pattern Monitoring: Using Viirtue's reporting tools, we monitor call traffic for unusual patterns such as:
 - High call attempts with low answer or completion rates.
 - Sequential dialing or calls to unassigned number ranges.
 - Abnormally short-duration, high-volume calls.
- Enforcement Actions: If suspicious or unlawful traffic is identified, accounts may be immediately suspended or terminated. Violations are escalated internally to our compliance team and remediated promptly.

- Traceback Participation: We respond promptly to traceback requests from the Industry Traceback Group (ITG), regulators, and law enforcement — typically within 48 hours.

3. Ongoing Compliance

- We contractually require all customers to prohibit the origination of robocalls.
- Our compliance staff performs regular reviews of traffic and investigates anomalies flagged by Viirtue's monitoring systems.
- We actively cooperate with Viirtue and other carriers in addressing robocall complaints and preventing unlawful use of the platform.
- This program description will be updated if there are material changes to our robocall mitigation efforts.

4. Certification

Done Right Computer Services certifies that it has implemented the above-described robocall mitigation program and, through its partnership with Viirtue, has adopted STIR/SHAKEN for IP traffic.

We remain committed to preventing the origination of illegal robocalls and maintaining compliance with FCC 47 CFR § 64.6305.

Signed,



Randy Bell

Owner Operator

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