
Robocall Mitigation Program Description

Voice Service Provider Filing

Provider Identification

Company Name: Khalsa IT Solutions LLC DBA Telco Communication Systems

FCC Registration Number (FRN): 0030774897

Robocall Mitigation Commitment

Khalsa IT Solutions LLC DBA Telco Communication Systems is a voice service provider as defined by the Federal Communications Commission (FCC). The company has implemented a Robocall Mitigation Program consistent with FCC rules, including 47 C.F.R. § 64.6305, to prevent the origination and transmission of illegal robocalls on its network.

Khalsa IT Solutions LLC DBA Telco Communication Systems does not knowingly originate, carry, or allow the transmission of unlawful robocall traffic, including calls that are fraudulent, spoofed, or otherwise illegal under applicable federal or state law.

STIR/SHAKEN Implementation

Khalsa IT Solutions LLC DBA Telco Communication Systems has implemented STIR/SHAKEN caller ID authentication technology in its IP-based network where technically feasible, consistent with FCC requirements.

For any calls that are not authenticated with STIR/SHAKEN (including calls originating from non-IP portions of the network, legacy systems, or non-participating upstream providers), Khalsa IT Solutions LLC DBA Telco Communication Systems relies on the robocall mitigation practices described below to prevent unlawful traffic from entering or traversing its network.

Robocall Mitigation Practices

Khalsa IT Solutions LLC DBA Telco Communication Systems maintains reasonable and effective measures to detect and mitigate illegal robocalls, which may include:

- Monitoring network traffic for abnormal calling patterns, including excessive call volumes, short-duration calls, sequential dialing, invalid or unassigned numbers, and other indicators of robocall activity.

- Utilizing automated analytics, internal controls, or third-party monitoring tools to identify potentially unlawful traffic.
 - Reviewing consumer complaints, industry notifications, traceback requests, and law enforcement communications related to suspected robocall activity.
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Customer Vetting and Contractual Controls

Khalsa IT Solutions LLC DBA Telco Communication Systems performs reasonable due diligence on its customers prior to providing service and on an ongoing basis, which may include:

- Collecting and maintaining customer identity and contact information.
 - Understanding the customer's intended use of voice services.
 - Requiring customers to comply with all applicable robocall, spoofing, and telemarketing laws and regulations.
 - Including contractual provisions that prohibit illegal robocalls and authorize Khalsa IT Solutions LLC DBA Telco Communication Systems to suspend, block, or terminate service for violations.
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Enforcement and Remediation

When Khalsa IT Solutions LLC DBA Telco Communication Systems identifies or is notified of suspected illegal robocall activity, it takes appropriate and timely action, which may include:

- Investigating the source and nature of the traffic.
 - Working with customers to remediate issues and prevent recurrence.
 - Blocking, suspending, or terminating traffic or service associated with unlawful activity.
 - Cooperating fully with traceback requests, FCC inquiries, law enforcement agencies, and industry-led traceback efforts.
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Program Oversight and Updates

Khalsa IT Solutions LLC DBA Telco Communication Systems reviews and updates its Robocall Mitigation Program as necessary to address evolving threats, regulatory changes, and industry best practices. The company remains committed to ongoing compliance with FCC rules and to protecting consumers from illegal robocalls.

Contact Information

For robocall mitigation inquiries, traceback requests, or regulatory communications, Khalsa IT Solutions LLC DBA Telco Communication Systems may be contacted at:

- **Contact Name:** Devinder Singh
- **Email:** sales@telcoltd.com
- **Phone:** 480-945-1963