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Robocall Mitigation Plan

1. Introduction

Ross IT Services, Inc. provides managed VoIP services exclusively to local business customers. We operate as a reseller of the **CoreDial (BCM One)** platform. All voice traffic originated by our customers is handed off to CoreDial for termination and STIR/SHAKEN processing.

2. Know Your Customer (KYC) Procedures

Ross IT Services, Inc. maintains a direct relationship with 100% of its customer base. We do not offer wholesale SIP trunking or unverified remote access. Our KYC process includes:

- **On-Site Installation:** We perform physical, on-site hardware installation for every customer, ensuring the identity and physical location of the business.
- **Identity Verification:** We verify business legitimacy through state business filings and tax identification numbers.
- **Manual Provisioning:** All user accounts and devices are manually provisioned by our staff; we do not allow automated or "guest" account creation.

3. STIR/SHAKEN Implementation

As a reseller, we rely on the STIR/SHAKEN implementation of our upstream provider, **CoreDial (FRN: 0014078109)**. CoreDial authenticates and signs outbound calls with **Level A Attestation**, as we provide the verified source of the traffic.

4. Mitigation and Monitoring

- **Prohibited Traffic:** Our Terms of Service strictly prohibit the use of autodialers, telemarketing, or high-volume short-duration traffic.
- **Traffic Analysis:** We monitor our CoreDial/BCM One Portal for unusual spikes in traffic volume.
- **Traceback Cooperation:** Ross IT Services, Inc. fully cooperates with the Industry Traceback Group (ITG). We commit to responding to any traceback request within 24 business hours.

5. Enforcement

Any customer found to be originating illegal robocalls or suspicious traffic will have their service suspended immediately, pending a full investigation and potential permanent termination of service.

6. Certification

I, the undersigned, certify that I am an officer of Ross IT Services, Inc. and have the authority to bind the company. I further certify that the information contained in this Robocall Mitigation Plan is true and accurate to the best of my knowledge.

A handwritten signature in black ink, appearing to read 'Sam Ross', is written over a horizontal line.

Signature: _____

Name: Sam Ross

Title: President

Date: 2/9/2026

Company Name: Ross IT Services, Inc.

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