

Green Logic IT is a VoIP reseller providing voice services to business end users. The company does not own, operate, or control the underlying switching, signaling, or carrier network infrastructure used to originate or terminate calls.

STIR/SHAKEN implementation is provided by Green Logic IT's upstream provider, SkySwitch. Green Logic IT relies on SkySwitch for call authentication, verification, and network-level call routing in accordance with FCC requirements. Because Green Logic IT does not control the originating network or certificate infrastructure, it cannot independently implement STIR/SHAKEN across its entire network.

Although STIR/SHAKEN is implemented by the upstream provider, Green Logic IT maintains its own Robocall Mitigation Program consistent with 47 CFR § 64.6305(a). This program includes reasonable steps to prevent, detect, and remediate illegal or abusive robocall activity.

Green Logic IT performs customer identity verification (KYC) prior to service activation. This includes verification of the customer's legal business name, service address, authorized users, and valid contact information.

Green Logic IT validates customer authority to use all assigned telephone numbers and maintains documentation supporting number assignment, ownership, and caller ID authorization.

Green Logic IT monitors calling patterns for indicators of suspicious or illegal robocall activity, including high-volume outbound traffic, abnormal call duration patterns, and customer or third-party complaints.

If suspicious activity is detected, Green Logic IT investigates promptly and may take enforcement action including warning, suspension, or termination of service. When necessary, incidents are escalated to SkySwitch for network-level blocking or remediation.

Green Logic IT maintains an escalation and coordination process with SkySwitch to address abuse complaints, traceback requests, and remediation actions efficiently.

Green Logic IT commits to responding fully and within 24 hours to traceback requests from the FCC, law enforcement agencies, or the Industry Traceback Group, and cooperates with its upstream provider to identify the source of illegal robocall traffic and mitigate it promptly.

This Robocall Mitigation Program is reviewed periodically and updated as required to ensure continued compliance with FCC rules and industry best practices.

