

Robocall Mitigation Program Description

Company Name: Troy Simplified Technologies, Inc.

FRN: 0022804041

Service Type: Voice Service Provider (Non-Facilities-Based VoIP and Hosted PBX)

1. Overview of Services

Troy Simplified Technologies, Inc. provides business VoIP and hosted PBX services to commercial end-users. Outbound voice calls originate from customer-managed systems and are routed to the Public Switched Telephone Network (PSTN) through upstream carrier partners, including (REDACTED) and (REDACTED) for certain legacy voice platforms.

The company does not operate a facilities-based telecommunications network and does not directly interconnect with the PSTN.

2. STIR/SHAKEN Implementation

Troy Simplified Technologies, Inc. does not directly implement the STIR/SHAKEN authentication framework on its own network infrastructure. STIR/SHAKEN authentication and call signing are implemented by upstream carrier partners that provide PSTN connectivity, including (REDACTED) and (REDACTED).

3. Robocall Mitigation Practices

Troy Simplified Technologies, Inc. maintains a robocall mitigation program consistent with 47 CFR § 64.6305, which includes:

- Customer vetting and account verification prior to service activation
- Acceptable Use Policies prohibiting illegal robocalls, spoofing, and fraudulent traffic
- Monitoring of outbound call patterns and traffic anomalies
- Investigation of suspicious call activity
- Immediate mitigation and suspension of service if illegal or abusive traffic is identified

The company does not originate robocall campaigns and provides voice services primarily to legitimate business customers.

4. Cooperation with Traceback and Enforcement

Troy Simplified Technologies, Inc. commits to respond fully and promptly to traceback requests from:

- The Federal Communications Commission (FCC)
- Law enforcement agencies
- The Industry Traceback Consortium

The company will cooperate in investigating and stopping any illegal robocall activity that may originate from its services.

5. Upstream Carrier Reliance

Outbound calls are delivered to the PSTN through compliant upstream carrier partners, including (REDACTED) for hosted PBX services and (REDACTED) for legacy systems where (REDACTED) functions as the underlying carrier. These upstream providers are responsible for network-level STIR/SHAKEN authentication and PSTN interconnection.

6. Compliance Statement

Troy Simplified Technologies, Inc. maintains policies and technical controls designed to prevent illegal robocall traffic and remains committed to full compliance with FCC robocall mitigation requirements and applicable federal regulations.