

Robocall Mitigation Plan

Company Name: On Call Computer Solutions, LLC

Business Type: Non-Facilities-Based Voice Service Provider (Reseller / MSP)

FRN: 0038055539

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Effective Date: February 20, 2026

1. STIR/SHAKEN Implementation Status

On Call Computer Solutions, LLC (OCCS) is a non-facilities-based provider that resells voice services and does not operate its own switching or transmission facilities. OCCS relies on upstream facilities-based providers to implement STIR/SHAKEN authentication for IP-based traffic, maintain certification in the FCC Robocall Mitigation Database, apply appropriate attestation levels (A, B, or C), and perform network-level call authentication and analytics. OCCS does not alter SIP Identity headers.

2. Robocall Mitigation Practices

OCCS implements customer vetting procedures prior to activating voice services, including collection of legal business information, physical address, responsible party contact details, intended use of voice services, and expected call volumes. Enhanced due diligence is conducted for higher-risk customers.

Contractual Controls

All customers agree to terms prohibiting illegal robocalling, caller ID spoofing, fraudulent or scam calls, violations of TCPA or FCC regulations, and use of unassigned or unauthorized numbers. Violations may result in immediate suspension or termination of services.

Traffic Monitoring

OCCS monitors customer usage patterns and works with upstream carriers to identify unusual call spikes, short-duration patterns, excessive concurrent calls, high complaint ratios, and suspicious geographic activity.

Response to Suspected Illegal Traffic

If suspicious traffic is identified, traffic may be restricted or suspended immediately. Customers must provide explanation and supporting documentation. Confirmed violations result in permanent termination.

Traceback Cooperation

OCCS cooperates fully with the USTelecom Industry Traceback Group, FCC enforcement inquiries, law enforcement requests, and upstream carrier investigations. Traceback requests are responded to within 24–48 hours.

Number Management Controls

Customers must use valid, assigned telephone numbers and demonstrate right-to-use for presented Caller IDs. Spoofing of government or emergency numbers is strictly prohibited.

3. Record Retention

OCCS retains onboarding documentation, service agreements, complaint investigations, traffic reviews, and traceback correspondence for a minimum of two (2) years.

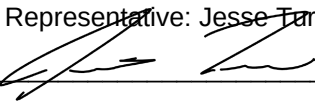
4. Ongoing Compliance

This Robocall Mitigation Plan is reviewed annually and updated as necessary to comply with FCC regulations and industry best practices.

Certification

On Call Computer Solutions, LLC certifies that it has implemented the robocall mitigation practices described herein and takes reasonable steps to prevent its services from being used to originate or transmit illegal robocalls.

Authorized Representative: Jesse Turner

Signature: 

Date: February 20, 2026