

## Alex's PC Solutions – Robocall Mitigation Program Description

### I. Company Overview and Network Control

Alex's PC Solutions is a voice service provider that exclusively resells services of upstream carriers (Telnyx, Onvoy). We do not operate our own switching equipment, SIP gateways, Session Border Controllers (SBCs), or other network infrastructure that interconnects directly with the PSTN or other service providers. All outbound calls to the PSTN from our customers are routed through our upstream providers, who are responsible for STIR/SHAKEN call authentication.

### II. Exemption from STIR/SHAKEN Implementation

Pursuant to 47 CFR § 64.6304 and as clarified by the FCC's Eighth Report and Order (FCC 24-120), our company is exempt from the STIR/SHAKEN implementation requirement because we do not have control over the IP-based infrastructure necessary to implement authentication.

### III. Robocall Mitigation Practices

While we do not originate calls directly onto the PSTN, Alex's PC Solutions is committed to preventing the origination of illegal robocall traffic on our platform. Our robocall mitigation practices include:

**Customer Vetting:** We perform due diligence on all new customers, including verification of identity and business legitimacy before provisioning service.

**Monitoring and Analytics:** We monitor usage for unusual or abusive call patterns (such as high volume short-duration calls) that may indicate robocall activity.

**Acceptable Use Policy (AUP):** Our terms of service strictly prohibit illegal robocalls, spam, and fraudulent calling. Customers found violating these terms are subject to suspension or termination.

**Cooperation with Authorities:** We commit to fully responding to traceback and information requests from the FCC, law enforcement, and the industry traceback consortium within 24 hours.

**Upstream Provider Compliance:** All calls are routed through our upstream carriers (Telnyx, Onvoy), who perform STIR/SHAKEN authentication as required by FCC regulations.

### IV. Compliance Statement

We certify that all outbound calls to the PSTN are transmitted via upstream providers with full STIR/SHAKEN implementation, and that we maintain reasonable and effective procedures to prevent illegal robocall traffic.

For more information, contact:

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