

Robocall Mitigation Plan

Provider Legal Name: Helpdesk Tech Incorporated

FCC Registration Number (FRN): 0038085650

Service Type: Voice Service Provider (Non-STIR/SHAKEN Implemented)

Date: 02/27/2026

1. Statement of STIR/SHAKEN Status

Helpdesk Tech Incorporated has not implemented the STIR/SHAKEN caller ID authentication framework because it does not originate calls directly to the public switched telephone network (PSTN) on behalf of unaffiliated third parties.

All outbound calls from Helpdesk Tech Incorporated's customers are routed exclusively through its upstream wholesale provider, SkySwitch, which has fully implemented STIR/SHAKEN and performs authentication and attestation on Helpdesk Tech Incorporated's behalf.

Helpdesk Tech Incorporated is the administrator and operator of all end-user phone systems and calling functionality for its customers and does not grant its customers the ability to configure caller ID spoofing or outbound dialing lists.

2. Description of Service and Network Control

Helpdesk Tech Incorporated provides hosted voice services exclusively to business customers under managed service agreements. The company:

- Fully provisions, configures, and administers all customer phone systems
- Controls all outbound calling permissions, dial plans, and routing
- Does **not** allow customers to independently upload calling lists, modify dialing software, or originate calls outside of approved configurations
- Does **not** resell voice services to downstream carriers or unmanaged third parties

Because Helpdesk Tech Incorporated maintains administrative control of all customer calling activity, it is able to directly prevent, detect, and remediate unlawful or abusive calling behavior.

3. Robocall Risk Assessment

The company conducts a risk-based assessment of robocall activity by:

- Limiting outbound calling capabilities to business-justified use cases
- Prohibiting high-volume, auto-dialed, or predictive dialing unless explicitly approved
- Disallowing anonymous or invalid caller ID values
- Restricting international or toll-free origination by default

Customers are contractually prohibited from engaging in illegal robocalling, spoofing, or fraudulent calling campaigns.

4. Robocall Mitigation Measures

Helpdesk Tech Incorporated employs the following mitigation practices:

a. Caller ID Controls

- Caller ID numbers must be assigned to the customer and verifiably associated with their business
- No random, sequential, or unassigned numbers are permitted
- All outbound calls must present a valid, routable callback number

b. Traffic Monitoring

- Continuous monitoring of call volume, call completion rates, and calling patterns
- Review of complaint data from upstream providers or end users

c. Blocking and Complaint Response Procedures

- Immediate throttling or suspension of traffic upon detection of suspicious activity
- Blocking of calls associated with known scam patterns or reported abuse
- All robocall complaints are investigated within one business day
- If illegal or suspicious activity is confirmed, service is suspended pending remediation
- Repeat or egregious violations result in service termination

5. Customer Vetting and Onboarding

Before enabling outbound calling services, Helpdesk Tech Incorporated:

- Verifies customer identity and business purpose
- Reviews intended calling use cases
- Requires acceptance of Acceptable Use and Anti-Robocall policies
- Documents authorized calling patterns and volumes

No service is provided to customers engaged in lead generation, cold-calling, or mass outreach without enhanced review and approval.

6. Enforcement and Remediation

Helpdesk Tech Incorporated enforces this plan through:

- Technical controls that prevent unauthorized calling behavior
- Contractual remedies, including suspension and termination
- Cooperation with upstream providers and regulatory authorities when required

The company retains call detail records and investigative documentation sufficient to respond to traceback or enforcement inquiries.

7. Ongoing Compliance and Plan Updates

This Robocall Mitigation Plan is reviewed at least annually and updated as necessary to reflect changes in FCC rules, enforcement guidance, or network architecture.

Helpdesk Tech Incorporated certifies that it is actively implementing and enforcing the mitigation measures described herein.

8. Certification

I certify that the foregoing information is true and accurate to the best of my knowledge and that Helpdesk Tech Incorporated is in compliance with applicable robocall mitigation requirements.

Authorized Representative:

Name: Adam Habib

Title: Onboarding Lead

Date: February 27, 2026