

Robocall Mitigation Plan

(FCC Robocall Mitigation Database – RMD)

Created: 2026-03-17

Modified: 2026-03-17

1. Statement of Applicability

Technology Corporation is a **voice service provider and reseller of interconnected VoIP services**. All calls that **originate on Technology Corporation's network or on behalf of its customers** are subject to this Robocall Mitigation Plan.

2. Role in the Call Chain

Technology Corporation operates primarily as a:

- **Originating Voice Service Provider**
- **White Label Reseller**
- **Managed Service Provider (MSP)**

Technology Corporation utilizes **SkySwitch and CoreDial** as underlying voice service platforms but maintains independent responsibility for compliance with FCC robocall mitigation and RMD requirements.

Technology Corporation provides voice services to end users under its own brand, **TECH CORP**, through a **white-label UCaaS arrangement** with its underlying platform providers. SkySwitch and CoreDial provide the underlying network and platform infrastructure; however, Technology Corporation is the **provider of record to its customers**, maintains the customer relationship, and is responsible for compliance with FCC robocall mitigation and Robocall Mitigation Database requirements.

Technology Corporation **does not operate under a Bring Your Own Carrier (BYOC) or Bring Your Own Telecom (BYOT) model**. All call origination and termination for services provided by Technology Corporation occur through **SkySwitch and CoreDial's native carrier infrastructure**, and Technology Corporation does not independently select, manage, interconnect with, or maintain direct relationships with third-party telecommunications carriers for call origination or termination.

3. STIR/SHAKEN Implementation Status

Technology Corporation relies on its underlying providers for STIR/SHAKEN implementation:

- **SkySwitch and CoreDial** have implemented STIR/SHAKEN on their platforms
- Calls are signed according to provider policies and attestation levels
- Technology Corporation certifies its STIR/SHAKEN status in the RMD consistent with its reseller role

Technology Made Simple

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Technology Corporation does **not bypass or interfere** with STIR/SHAKEN signaling applied by its underlying providers.

As Technology Corporation does not operate under a BYOC/BYOT model, **STIR/SHAKEN call signing and attestation are performed by the underlying platform providers** in accordance with their network policies, and Technology Corporation does not directly sign calls or maintain independent STIR/SHAKEN infrastructure.

4. Robocall Mitigation Techniques (“Reasonable Steps”)

Technology Corporation takes the following **reasonable steps** to prevent the origination, carrying, or processing of illegal robocalls:

a. Traffic Monitoring & Analytics

- Relies on **SkySwitch/CoreDial network-level analytics** to identify anomalous or suspicious calling patterns
- Responds to alerts or notices from upstream providers regarding suspected illegal traffic

b. Customer Usage Oversight

- Reviews customer calling behavior when abnormal volume, destinations, or patterns are detected
- Investigates and documents any suspected robocall activity
- Takes corrective action when necessary, including:
 - Customer notification
 - Traffic limitation
 - Suspension or termination of service

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5. Know-Your-Customer (KYC) Procedures

Technology Corporation maintains KYC procedures to prevent customers from originating illegal calls:

- Collection of customer identity information at onboarding, including:
 - Legal business name
 - Verified physical business address
 - Contact information
- Review of intended use of voice services
- Enhanced scrutiny for customers engaging in:
 - High-volume outbound calling
 - Campaign-based or automated calling

6. Know-Your-Upstream Provider Procedures

Technology Corporation:

- Utilizes **SkySwitch** and **CoreDial**, both of which are registered in the FCC Robocall Mitigation Database
- Monitors compliance notices and regulatory communications from these providers
- Acknowledges that upstream provider compliance does **not** eliminate Technology Corporation's independent obligations under FCC rules

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7. Traceback Cooperation Commitment

Technology Corporation commits to:

- **Respond promptly** to traceback requests from:
 - The FCC
 - Industry Traceback Group (ITG)
 - Law enforcement
- Provide requested information within required timeframes
- Coordinate with SkySwitch/CoreDial when tracebacks involve underlying network activity

8. Contractual & Policy Controls

Technology Corporation uses contractual and policy-based controls to mitigate robocalls:

- Customer agreements prohibit:
 - Illegal robocalls
 - Spoofing
 - Fraudulent or deceptive calling practices
- Violation of these terms may result in:
 - Immediate suspension
 - Termination of service
 - Reporting to upstream providers or authorities

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9. Regulatory History Certification

Technology Corporation certifies that it has **not been subject to FCC or law-enforcement enforcement action related to unlawful robocalling** during the applicable reporting period.

If this status changes, Technology Corporation will update its RMD filing within **10 business days**.

10. Plan Maintenance & Updates

Technology Corporation commits to:

- Maintaining this plan as a **living document**
- Updating the FCC RMD **within 10 business days** of any material change
- Completing **annual recertification on or before March 1**

Failure to update may result in call blocking or enforcement action, which Technology Corporation actively seeks to avoid.

11. Responsible Contact

Robocall Mitigation Contact:

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