

Professional Technologies DBA Thrive IT operates as a Voice Service Provider and utilizes upstream carriers to provide call origination and termination services. While the company does not directly implement the STIR/SHAKEN authentication framework on its own network, it relies on upstream providers that have implemented STIR/SHAKEN in accordance with applicable FCC rules.

Professional Technologies DBA Thrive IT has implemented a robocall mitigation program designed to prevent the origination and transmission of illegal robocalls. This program includes the following components:

1. Customer Vetting and Know Your Customer (KYC):

Our company performs due diligence on prospective customers prior to provisioning voice services. This includes collecting identifying information, verifying business legitimacy where applicable, and assessing potential risk factors associated with the customer's intended use of voice services.

2. Traffic Monitoring and Analytics:

Our company monitors call traffic for unusual or suspicious patterns, including high call volumes, short call durations, and abnormal calling behavior. Customers exhibiting potentially suspicious activity are subject to further review and potential service restrictions.

3. Use of Reputable Upstream Providers:

Our company utilizes established upstream providers that implement STIR/SHAKEN authentication and maintain their own robocall mitigation programs. These providers are responsible for applying call authentication where technically feasible.

4. Traceback Cooperation:

Our company commits to responding fully and within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement agencies, and the Industry Traceback Group. The company will cooperate with such entities to investigate and mitigate illegal robocall activity.

5. Mitigation and Enforcement Actions:

If a customer is found to be originating or facilitating illegal robocalls or engaging in suspicious activity, the company will take appropriate action, including suspension or termination of services.

6. Ongoing Compliance Review:

Our company periodically reviews and updates its robocall mitigation practices to

ensure continued compliance with evolving regulatory requirements and industry best practices.

Through these measures, the company actively works to prevent the origination of illegal robocalls and to ensure compliance with FCC regulations.