



Robocall Mitigation Program

Prime Tech Support

Prime Tech Support is a business technology service provider offering VoIP and communication solutions primarily to small and medium-sized business clients. We do not originate or facilitate mass outbound marketing campaigns, robocalls, or auto-dialing services.

We rely on a robocall mitigation program that includes a combination of upstream provider controls and internal policies. Our upstream provider (SkySwitch) implements network-level protections including STIR/SHAKEN where applicable, traffic monitoring, and call authentication.

Internally, we enforce strict customer onboarding procedures, including verification of business identity and intended use of services. We prohibit the use of our services for unlawful robocalling, telemarketing without consent, or any abusive traffic patterns.

We actively monitor call usage patterns for anomalies such as high-volume outbound calling, short-duration calls, or unusual call routing behavior. Any suspicious activity is investigated promptly, and services may be suspended or terminated if violations are detected.

Prime Tech Support responds to traceback requests from authorized entities within required timeframes and cooperates fully with industry traceback efforts.

We maintain records of customer activity and enforce acceptable use policies to ensure compliance with FCC regulations and to prevent illegal robocall activity on our network.