



Robocall Mitigation Plan

Tailored IT Solutions LLC

FRN: 0038211579

Company Description

Tailored IT Solutions LLC is a **non-facilities-based VoIP reseller** providing voice services to business customers via the SkySwitch platform.

We do **not directly interconnect with the PSTN**. Call origination, routing, and STIR/SHAKEN implementation are handled by our upstream provider (SkySwitch and its underlying carrier partners).

We assign telephone numbers (DIDs) to customers as part of our service offering.

STIR/SHAKEN Implementation

Tailored IT Solutions LLC **not fully STIR/SHAKEN implemented**.

As a reseller, we do not control the network infrastructure required to implement STIR/SHAKEN and rely on our upstream provider (SkySwitch) for STIR/SHAKEN functionality where implemented.

Caller ID authentication is performed by upstream providers, including SkySwitch and its underlying carrier partners. Tailored IT Solutions LLC ensures that its upstream providers are compliant with applicable STIR/SHAKEN requirements by verifying listings in the Robocall Mitigation Database.

Robocall Mitigation Plan

Tailored IT Solutions LLC has implemented a robocall mitigation plan designed to proactively prevent, detect, and mitigate illegal robocall activity. This program includes customer vetting, contractual enforcement, traffic monitoring, and coordination with upstream providers.

We take affirmative steps to prevent the origination of illegal robocalls, including the following:

Know Your Customer (KYC) and Risk-Based Onboarding

- Collection and verification of customer identity, including business name, address, and contact information
- Verification of business registration where applicable
- Review of intended use of service
- Enhanced due diligence for high-volume or call center customers

Number Authorization

- Telephone numbers are assigned directly by us or authorized via a Letter of Authorization (LOA)
- Customers are restricted to using only numbers assigned or explicitly authorized
- Unauthorized caller ID spoofing is prohibited

Traffic Monitoring

We utilize tools provided by upstream providers to monitor for suspicious activity, including:

- Unusual outbound call volume
- Short-duration calls (low average call duration)
- Low answer-seizure ratios
- Sequential or repetitive dialing patterns

Mitigation Actions

When suspicious activity is detected, we:

- Restrict or suspend outbound calling
- Investigate customer activity
- Request supporting documentation where necessary
- Terminate service for confirmed violations

Traceback Cooperation

Tailored IT Solutions LLC responds to traceback requests from authorized entities within required timeframes and cooperates fully with industry traceback efforts.

Records Retention

Tailored IT Solutions LLC maintains records of customer activity and enforces acceptable use policies to ensure compliance with FCC regulations and to prevent illegal robocall activity on the network.