

Socal Computer Guys – Robocall Mitigation Program Description

1. Company Information

Socal Computer Guys is a VoIP service provider offering business voice communication solutions to its customers.

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2. STIR/SHAKEN Implementation

Socal Computer Guys has implemented the STIR/SHAKEN framework for IP-based voice traffic where applicable.

For non-IP traffic, we apply alternative robocall mitigation measures in accordance with FCC guidelines.

3. Call Monitoring and Traffic Analysis

We actively monitor outbound and inbound call traffic using automated and manual processes to detect potentially illegal robocall activity. Monitoring includes:

- Identification of high call volume patterns
- Detection of short-duration or repetitive calls
- Analysis of abnormal traffic spikes and calling behavior

Suspicious traffic is flagged for immediate review and investigation.

4. Know Your Customer (KYC) Procedures

We implement strict customer verification procedures prior to service activation. These include:

- Collection of valid government-issued identification
- Verification of business registration documents (if applicable)
- Validation of customer contact information

Only verified customers are permitted to use our VoIP services.

5. Robocall Mitigation Actions

Upon detection of suspicious or unlawful activity, Socal Computer Guys takes immediate action, including:

- Temporary suspension of services
 - Blocking of outbound call traffic
 - Investigation of the customer account
 - Permanent termination of services for confirmed violations
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6. Complaint Handling Process

We maintain a structured process for handling complaints related to robocalls or spam calls.

- Complaints are reviewed within 24–48 hours
- Investigations are conducted promptly
- Appropriate mitigation actions are taken based on findings

Customers and partners may report issues via email or phone.

7. Record Keeping and Retention

We retain call detail records (CDRs), customer records, and related logs for a minimum of 12 months to support monitoring, investigation, and compliance requirements.

8. Continuous Improvement

Socal Computer Guys continuously evaluates and enhances its robocall mitigation practices to align with evolving regulatory requirements and industry best practices.