

Northern Computer Services Robocall Mitigation Program

Pursuant to the rules of the Federal Communications Commission, including 47 CFR Section 64.6305

(Robocall Mitigation and Certification), Northern Computer Services has implemented the following Robocall Mitigation Program:

Northern Computer Services provides PBX installation, configuration, hosting, and technical support

services. The company does not originate, terminate, or directly transmit calls to the public switched telephone network (PSTN) and does not provide SIP trunking, DIDs, or telecommunications carrier services.

All voice traffic is transmitted through third-party voice service providers selected and contracted directly by customers or upstream carriers. These providers are responsible for call authentication, including implementation of STIR/SHAKEN, and for compliance with applicable FCC robocall mitigation requirements.

Northern Computer Services has implemented a Robocall Mitigation Program designed to prevent misuse of PBX systems under its management. Measures include:

1. Deployment of baseline security controls on PBX systems, including authentication requirements, access restrictions, and intrusion prevention mechanisms.
2. Monitoring of system-level indicators such as call detail records (CDRs), authentication attempts, and abnormal usage patterns.
3. Detection of suspicious activity, including high call volume bursts, short-duration calls, and irregular dialing behavior.
4. Implementation of controls to limit unauthorized or excessive outbound calling, including rate limiting and dialing restrictions where appropriate.
5. Immediate response procedures, including the ability to disable outbound calling or suspend system access in the event of suspected fraud or compromise.

Northern Computer Services requires customers to acknowledge responsibility for all

telecommunications activity and compliance with applicable laws, including the Telephone Consumer

Protection Act and the Truth in Caller ID Act.

In the event of suspected illegal robocalling or system compromise, Northern Computer Services will

take reasonable steps to mitigate further activity and will cooperate with customer-selected voice service providers and lawful traceback or investigative requests, including those coordinated through

the U.S. Telecom Industry Traceback Group.

Northern Computer Services maintains relevant system logs and records sufficient to support investigation and mitigation efforts.

Contact Information:

Northern Computer Services

support@northern-pc.com

833-787-2487