

Computer Network Solutions - Robocall Mitigation Plan

May 5, 2026

1. Introduction

This document outlines the comprehensive strategy of Computer Network Solutions, Inc. to reduce the effects of illegal robocalls on our network. We are dedicated to following all relevant regulations and best practices to decrease unwanted calls and safeguard our customers from fraud and harassment. This plan will undergo regular reviews and updates to maintain its effectiveness in responding to the changing robocall environment.

This robocall mitigation plan pertains to Computer Network Solutions Inc, located at 136 Grove Ave, Prescott, AZ 86301, and to clients utilizing our 3CX Phone services. Computer Network Solutions Inc is not classified as a foreign voice service provider.

2. STIR/SHAKEN Implementation

Computer Network Solutions Inc is fully compliant with the FCC's STIR/SHAKEN framework for call authentication and routing.

We have established systems to: Generate and validate digital signatures for calls originating on our network, analyze call attestation data to detect and block calls with invalid or suspicious signatures, and prioritize the routing of calls with valid signatures to improve call delivery for legitimate callers. Our STIR/SHAKEN solution is provided by Bulk Solutions, LLC.

3. Know Your Customer/ Know Your Upstream Providers

3.1 Know Your Customer: Computer Network Solutions Inc employs a thorough vetting and review process for all new customers. Our clients typically consist of small to medium-sized businesses and government agencies. We confirm the business name, address, and contact details. Additionally, we verify the legal structure, federal employer identification number, business description and services offered, authorized representatives and their contact information, as well as the intended use of voice services. We conduct periodic reviews of customer accounts and usage patterns to identify any potential red flags. We also investigate complaints regarding robocalls that originate from Computer Network Solutions 3CX systems and our customers' 3CX services.

3.2 Understand Your Upstream Providers: Our contracts with upstream providers include specific clauses that obligate them to enforce strong anti-robocall measures. We require their active participation in investigations concerning suspected illegal robocall activities. Should we discover that an upstream provider is responsible for sending questionable calls, we will terminate their service if they fail to comply with anti-robocall regulations.

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4. Compliance Record

Computer Network Solutions Inc has consistently complied with all relevant Federal Communications Commission (FCC) rules and regulations regarding robocalls, including

those associated with the Telephone Consumer Protection Act (TCPA) and the Truth in Caller ID Act. Over the last two years, Computer Network Solutions Inc has not faced any formal actions or investigations from the commission, law enforcement, or regulatory agencies that indicate actual or suspected misconduct related to transmitting, promoting, assisting, or otherwise facilitating illegal robocalls or spoofing.

No previous RMD certification has been revoked by the Commission. Computer Network Solutions Inc has not been barred from submitting entries in the Robocall Mitigation Database by the Commission.

The individual within the Company responsible for managing all issues related to robocall mitigation is:

Name: Alan K. Sean

Title: Owner

Telephone Number: 928-777-8324

Email Address: Alan@cns.business

5. Traceback

Computer Network Solutions Inc will respond to all traceback investigations initiated by the Federal Communications Commission (FCC), law enforcement, or the registered traceback consortium within 24 hours. We keep comprehensive call records that encompass timestamps, originating and terminating numbers, call duration, and other pertinent information. These records are essential for tracing the source and route of suspected illegal robocalls.

The individual within the Company responsible for managing all traceback-related issues is:

Name: Alan K. Sean

Title: Owner

Telephone Number: 928-777-8324

Email Address: Alan@cns.business