

Robocall Mitigation Program Description

Tecnet Limited Liability Company d/b/a TeamLogic IT Scottsdale

Tecnet Limited Liability Company manages hosted PBX/3CX systems for business customers and uses Skytel as its upstream SIP/PSTN provider. Tecnet does not operate its own carrier network, does not possess an SPC token, does not have an OCN, and does not independently implement STIR/SHAKEN signing.

Tecnet takes reasonable steps to prevent illegal robocall traffic, including:

- Providing voice services only to known business customers.
- Reviewing customer identity and business purpose before provisioning voice services.
- Configuring and managing 3CX systems using access controls, authentication, and security best practices.
- Monitoring for unusual call patterns, excessive outbound volume, international call anomalies, or other suspicious usage.
- Restricting or disabling service for customers or systems suspected of originating unlawful robocalls.
- Cooperating with Skytel, law enforcement, the FCC, and the industry traceback consortium in investigating suspected illegal robocall traffic.
- Responding fully and within 24 hours to traceback requests from the FCC, law enforcement, and the industry traceback consortium.
- Maintaining customer contact and service records sufficient to investigate and respond to traceback requests.
- Using Skytel as the upstream provider for PSTN origination, termination, telephone number resources, and applicable STIR/SHAKEN handling.

Tecnet does not knowingly allow any customer to use its managed systems or services to originate illegal robocalls. If Tecnet becomes aware of suspected illegal robocall activity, it will investigate promptly, cooperate with upstream providers and authorities, and take corrective action, including suspension or termination of the customer's voice service if appropriate.