

Robocall Mitigation Program Description

Entity Name: AA IT Support

FRN: 0038559969

1. Commitment to Mitigation

AA IT Support is committed to complying with all applicable FCC regulations regarding the mitigation of illegal robocalls, as mandated by 47 CFR § 64.6305(a). We have implemented reasonable measures to prevent our network from being used to originate, facilitate, or transmit illegal robocall traffic.

2. Reasonable Mitigation Steps

As a voice service provider, AA IT Support employs the following practices to mitigate illegal robocall traffic:

- **Customer Verification:** We conduct due diligence to verify the identity and legitimacy of all customers requesting voice services.
- **Traffic Monitoring:** We actively monitor our network traffic for anomalies, such as unusual call volume, high rates of failed calls, or patterns consistent with illegal robocall campaigns.
- **Response to Suspicious Activity:** Upon identifying or receiving notification of suspicious or illegal call traffic originating from our service, we investigate immediately and take appropriate action, including suspension of service to the offending source if necessary.
- **Collaboration:** We maintain a formal commitment to cooperate fully with the FCC, law enforcement, and the Industry Traceback Consortium. We guarantee a response to any traceback request within 24 hours of receipt.

3. Certification

I, the undersigned, certify that the information provided herein is true and accurate, and that AA IT Support will adhere to all federal regulations concerning robocall mitigation and caller ID authentication.