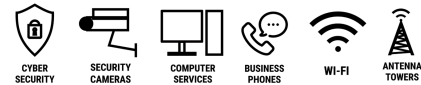


ROBOCALL MITIGATION PLAN

Gig Above Computers, LLC



I. Purpose and Scope

Gig Above Computers, LLC ("the Company") provides voice services as a VoIP provider. This Robocall Mitigation Plan (RMP) details the explicit policies, technical protocols, and operational procedures implemented by the Company. These measures prevent the origination and transmission of illegal, fraudulent, or malicious robocalls on our network. This plan satisfies federal requirements under the TRACED Act and FCC regulations. [\[1, 2, 3\]](#)

II. STIR/SHAKEN Implementation Status

- **Full Implementation:** The Company has fully implemented the STIR/SHAKEN caller ID authentication framework across its entire IP-based voice network infrastructure. [\[1, 2\]](#)
- **Authentication:** All outbound calls originating on our network are authenticated and signed with the appropriate token level (A, B, or C) where technically feasible. This ensures accurate caller identity verification before traffic enters the public switched telephone network (PSTN). [\[1, 2\]](#)

III. Know-Your-Customer (KYC) Protocols

The Company enforces strict onboarding and validation procedures to confirm the identity of every end-user or business customer.

- **Identity Verification:** New customer identities are verified manually via mandatory on-site physical location visits conducted by Company personnel.
- **Financial Verification:** The Company matches customer identity records directly with valid credit card billing details before provisioning voice services.
- **Bring-Your-Own-Number (BYON) Validation:** Customers may bring external telephone numbers to the network. The Company rigorously verifies ownership of these numbers. Customers must submit a copy of their recent, official phone bill or Customer Service Record (CSR). This document must show the customer name and proof of right-to-use for those specific numbers. [\[1\]](#)

IV. Network Traffic Monitoring and Mitigation

The Company acts decisively to identify and suppress illegal robocalling activity originating from its endpoints. [\[1\]](#), [\[2\]](#)

- **Volume Analysis:** The Company performs ongoing manual monitoring of network traffic logs, actively inspecting for anomalous outbound calling patterns.
- **Heuristic Triggers:** Manual reviews focus specifically on identifying sudden high-volume call spikes from individual customer accounts or specific originating endpoints.
- **Enforcement & Mitigation:** If manual inspection reveals suspected illegal robocalling, the Company issues an immediate formal warning email to the customer. This notice demands an immediate cessation of the activity or proof of legal telemarketing compliance. Continued non-compliance or failure to justify the traffic pattern results in immediate suspension or total termination of the customer account.

V. Industry Traceback Cooperation

The Company fully cooperates with federal enforcement agencies, law enforcement authorities, and the industry-designated traceback entity. [\[1\]](#)

- **Dedicated Contact:** The Company maintains a dedicated internal point of contact exclusively assigned to manage and execute Industry Traceback Group (ITG) requests.
- **Rapid Response SLA:** The Company strictly adheres to a target turnaround time of 24 hours or less from the initial receipt of an official traceback request. This ensures rapid identification of upstream traffic sources or specific originating network endpoints. [\[1\]](#), [\[2\]](#)

VI. Plan Certification and Maintenance

- **Filing:** This plan is certified and submitted to the official FCC Robocall Mitigation Database.
- **Review Schedule:** This document is updated as needed to counter evolving threat vectors, adapt to internal network modifications, or satisfy new FCC regulations.

Please feel free to reach out with any questions or to schedule a time to review these recommendations in detail. We look forward to working with you.

Sincerely,

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