

# **ROBOCALL MITIGATION PROGRAM DESCRIPTION**

Mitchell Tax & Financial Solutions d/b/a Domain Heaven  
Voice Service Provider - Retail VoIP Reseller

## **1. Provider Role and Service Model**

Mitchell Tax & Financial Solutions d/b/a Domain Heaven ("Domain Heaven") intends to provide retail interconnected VoIP/business telephone service to U.S. small and medium-sized business end users. Domain Heaven operates as a non-facilities-based reseller and relies on an upstream voice network provider for underlying SIP connectivity, telephone number provisioning, routing, and network-level caller-ID authentication functions. Domain Heaven does not operate its own facilities-based voice network.

Domain Heaven's current upstream provider for the contemplated service is Skyetel. Skyetel has advised Domain Heaven that STIR/SHAKEN can be handled on Skyetel's network. Domain Heaven will provide its upstream provider with accurate customer and telephone-number authorization information needed to support appropriate caller-ID authentication and traceback.

## **2. STIR/SHAKEN Status**

Domain Heaven does not itself implement the STIR/SHAKEN authentication framework because it does not control the underlying network infrastructure on which STIR/SHAKEN authentication is performed. Domain Heaven relies on its upstream network provider for network-level authentication. Domain Heaven will not represent that it has independently implemented STIR/SHAKEN and will update its Robocall Mitigation Database filing if its network role or implementation status materially changes.

## **3. Know-Your-Customer and Customer Vetting**

Before activating voice service, Domain Heaven will take reasonable steps to identify and vet each business customer. These measures include collecting identifying and contact information for the customer, confirming the customer's business identity and intended use of the service, maintaining current account contact information, and reviewing information for material inconsistencies or indicators of abusive use.

Domain Heaven will not knowingly activate or continue service for a customer that states an intent to use the service for illegal robocalling, unlawful spoofing, or other unlawful calling activity. Domain Heaven will require customers to use telephone numbers and caller-ID information only when they are authorized to do so.

## **4. Prevention and Mitigation of Illegal Robocalls**

Domain Heaven will take affirmative and reasonable measures designed to prevent new and renewing customers from using its service to originate illegal calls. Domain Heaven's measures include customer vetting, maintaining customer-to-number assignment records, prohibiting illegal robocalling and unlawful caller-ID spoofing in its service terms, investigating credible complaints or traceback information, and suspending or terminating service when the facts support such action.

Domain Heaven does not currently operate a proprietary call-analytics or network-level call-blocking platform. Network-level routing, authentication, analytics, and blocking capabilities available to Domain Heaven are provided through its upstream provider. Domain Heaven will cooperate with its upstream provider when traffic patterns, complaints, or traceback information indicate suspected illegal calling activity.

## **5. Telephone Number Validation and Caller-ID Controls**

Domain Heaven will maintain records connecting provisioned telephone numbers to the customers authorized to use them. Domain Heaven will not knowingly permit customers to present caller-ID numbers for which they lack authorization. When requested by its upstream provider in connection with caller-ID authentication, traceback, or abuse investigation, Domain Heaven will provide available information sufficient to identify the relevant customer and the customer's authorization to use the telephone number.

## **6. Know-Your-Upstream-Provider Procedures**

Domain Heaven will obtain voice connectivity only from identified upstream providers with whom it has a direct commercial relationship. Before routing customer traffic through an upstream provider, Domain Heaven will review available provider identity and compliance information and will maintain current business contact information for escalation of abuse, traceback, and regulatory matters. Domain Heaven will not intentionally route traffic through anonymous or unidentified upstream voice providers.

## **7. Traceback and Law-Enforcement Cooperation**

Domain Heaven commits to respond fully to traceback requests from the Federal Communications Commission, civil or criminal law enforcement, and the registered industry traceback consortium within 24 hours of receipt. Domain Heaven will cooperate with such entities and with its upstream provider in investigating and stopping illegal robocallers that use or attempt to use Domain Heaven's service.

Domain Heaven will maintain an active robocall-mitigation contact capable of receiving and escalating traceback and abuse requests. Relevant customer, number-assignment, and account records will be preserved and made available as legally required and reasonably necessary to investigate suspected illegal traffic.

## **8. Complaint, Abuse, Suspension, and Termination Procedures**

Credible reports of illegal robocalling, unlawful spoofing, or other abusive calling will be reviewed promptly. Depending on the facts, Domain Heaven may contact the customer for information, restrict or suspend affected service, coordinate with the upstream provider, preserve relevant records, or terminate the account. Domain Heaven will act promptly when directed by the FCC or other competent authority and will cooperate with lawful blocking or mitigation directives applicable to traffic carried through its service.

## **9. Training, Review, and Program Updates**

Domain Heaven's responsible officer will oversee this program and will review it as the company's service model, upstream-provider relationships, FCC requirements, or observed abuse risks change. Personnel or contractors performing customer onboarding, provisioning, support, or compliance functions will be instructed to escalate suspected illegal calling activity and traceback requests promptly.

## **10. Certification of Operational Commitment**

This description states the mitigation practices Domain Heaven is adopting for its retail VoIP reseller operations. Domain Heaven will implement and follow the measures described above when it begins providing voice service and will update this description and its Robocall Mitigation Database certification when required by material changes in its operations or applicable law.

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|----------------------|--------------------------------------------------------|
| Responsible Officer: | Brianna Mitchell, Principal / Owner / CEO              |
| Compliance Function: | Robocall Mitigation / Compliance                       |
| Business:            | Mitchell Tax & Financial Solutions d/b/a Domain Heaven |

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| Effective Date: | September 8, 2026 |
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**Important:** This document should be uploaded only if the company is actually adopting and will follow the practices stated above. It should be revised before filing if any statement does not accurately describe the company's intended operations.