Smith Installations LLC

Robocall Mitigation Program Description

FCC FRN 0038848347 |

Service model and STIR/SHAKEN

Smith Installations LLC is a non-facilities-based reseller of two-way SIP trunks and telephone numbers to business end users. Customer-owned PBXs connect directly to Sangoma Carrier Voice (VoIP Innovations). Smith Installations LLC operates no SBC or softswitch in the call path and does not control the infrastructure needed to sign calls. Before filing, confirm the contracting carrier's legal name and whether it originates and signs outbound calls using its own certificate.

Customer and upstream provider verification

Before activating or renewing service, Smith Installations LLC will verify the customer's legal business name and authorized contact, document the intended use and expected calling patterns, and verify the customer's authority to use outbound caller IDs. Smith Installations LLC will retain the customer and trunk assignments for abuse investigations. Smith Installations LLC will verify its upstream provider's legal identity, RMD listing, and abuse escalation contact.

Traffic review and enforcement

Smith Installations LLC will review abuse complaints and available call records for unusual traffic volumes, repeated short calls, or unauthorized caller IDs. Smith Installations LLC will match suspected traffic to the customer and trunk, preserve relevant records, and coordinate blocking or suspension with the upstream provider. Smith Installations LLC will document the investigation and suspend or terminate service when warranted. Before filing, specify the actual analytics and blocking tools, who operates them, and how Smith Installations LLC obtains call records and requests a trunk suspension.

Traceback and cooperation

Smith Installations LLC will respond fully within 24 hours to traceback requests from the FCC, law enforcement, and the industry traceback consortium and cooperate in investigating and stopping illegal robocalls. The designated contact will monitor incoming requests, identify the customer and trunk, obtain relevant call records from the upstream provider as needed, and document the response. Confirm mailbox monitoring and backup coverage before filing.

Responsible contact

Noah Smith | noah.s@smithinstallations.com | 517-219-7419

Authorized signature Noah Smith Date 11/08/2026