Robocall Mitigation Plan

Mosaik-Tech, LLC (d/b/a Mosaik IT Solutions)
FRN 0039120704 | EIN 42-5009290
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Submitted to the FCC Robocall Mitigation Database pursuant to 47 CFR § 64.6305(d) and (g); WC Docket No. 17-97

1. Company Overview and Role in the Call Path

Mosaik-Tech, LLC ("Mosaik-Tech" or the "Company") is a Texas limited liability company and a wholly owned subsidiary of Mosaik Services Group, LLC (EIN 42-3529846). Mosaik-Tech provides interconnected VoIP service exclusively to business customers located in Texas, beginning November 1, 2026. Mosaik-Tech does not serve residential customers, does not offer service to wholesale or carrier customers, and does not accept or transit traffic from other providers.

Mosaik-Tech is a reseller of white-label hosted PBX service delivered on the SkySwitch platform. SkySwitch and its underlying carrier partners provide the switching, origination, and termination facilities and the SIP network-to-network interconnections with the PSTN. Mosaik-Tech holds the end-user customer relationship, provisions accounts, telephone numbers, and devices through the SkySwitch portal, and is responsible for customer vetting, acceptable-use enforcement, and responding to traceback and enforcement inquiries regarding its customers.

Mosaik-Tech is a voice service provider that originates calls for its own end-user customers. It is not a gateway provider (it does not receive calls directly from foreign providers) and is not a non-gateway intermediate provider.

2. STIR/SHAKEN Implementation

Mosaik-Tech does not operate its own SIP network-to-network interconnections, has not obtained a Service Provider Code token, and does not itself sign calls. All calls originated by Mosaik-Tech customers are routed through the SkySwitch platform, where SkySwitch's upstream carrier partner(s) authenticate the calls using the STIR/SHAKEN framework in accordance with 47 CFR § 64.6301, assigning attestation levels based on information about the customer and number provisioned by Mosaik-Tech. Because Mosaik-Tech relies on a third party to perform signing, Mosaik-Tech remains responsible under 47 CFR § 64.6302(b)-(c) and the FCC's Eighth Report and Order (FCC 24-85) for ensuring that calls are signed using the correct attestation level and under the correct identity. Mosaik-Tech will obtain its own SPC token, or confirm that its upstream provider signs under a token associated with Mosaik-Tech, as required

by the Commission's third-party authentication rules, and will update this filing within 10 business days of any change.

Accordingly, Mosaik-Tech certifies in the Robocall Mitigation Database that it has not implemented STIR/SHAKEN on its own network and that all calls it originates are subject to this robocall mitigation program; STIR/SHAKEN authentication of its traffic is performed by its upstream provider via the SkySwitch platform.

Attestation practices: Mosaik-Tech provisions only telephone numbers that it has obtained through SkySwitch and assigned to the vetted customer, or numbers ported in from the customer after verification of the customer's right to use them. This enables full (A) attestation for customer calls. Calls presenting a caller ID number that is not assigned to or verified for the customer are not permitted under the Company's acceptable use policy and are blocked or receive lower attestation.

3. Know Your Customer (KYC) Procedures — 47 CFR § 64.1200(n)(4)

Before activating service, Mosaik-Tech performs the following steps for every new customer:

- Collects the customer's full legal business name, any assumed names, physical service address in Texas, federal EIN, primary contact name, telephone number and e-mail address, and the authorized signatory.
- Verifies the business's existence and good standing through the Texas Secretary of State / Comptroller records and confirms the service address (no P.O. boxes or virtual-office-only addresses for service location).
- Verifies the identity of the authorized signatory with government-issued photo ID and confirms the signatory's authority to bind the business.
- Requires a signed Master Services Agreement incorporating the Acceptable Use Policy, which prohibits illegal robocalls, unlawful spoofing, autodialed or prerecorded calls without required consent, and violations of the TCPA, the Truth in Caller ID Act, the TRACED Act, and Texas law, and which authorizes immediate suspension or termination for violations.
- Requires a valid business payment method in the customer's name; prepaid gift cards and cryptocurrency are not accepted.
- Collects the expected use case, number of users/seats, and expected calling volumes; requests for high-volume outbound dialing, auto-dialer, or call-center use cases are subject to enhanced review and approval by management, including verification of consent practices and registration with the Texas telephone solicitation registry where required, and may be declined.
- Screens the customer and its principals against the FCC Robocall Mitigation Database removal list, FCC/FTC enforcement actions, Industry Traceback Group records known to the Company, and public complaint sources; customers that have been the subject of robocall enforcement are refused.

- Verifies authority for any number ported in (letter of authorization and current carrier bill) and confirms the customer's right to use any caller ID number displayed.

Mosaik-Tech serves business customers only, and its typical customer is a small or mid-size Texas business using hosted PBX seats for ordinary business calling. KYC information is retained for the life of the account plus at least two years and is re-verified upon any material change in account ownership, use case, or calling pattern.

4. Know Your Upstream Provider

Mosaik-Tech routes all traffic exclusively through SkySwitch. Before contracting, Mosaik-Tech confirmed that SkySwitch and its underlying carriers maintain current filings in the Robocall Mitigation Database and have not been removed. Mosaik-Tech will confirm the RMD status of its upstream provider(s) at least annually and upon any change, and will not accept traffic from or route traffic to any provider not listed in the RMD as required by 47 CFR § 64.6305(g). Mosaik-Tech accepts no traffic from other voice service providers.

5. Call Analytics, Monitoring, and Blocking

Mosaik-Tech uses the SkySwitch platform's call detail records, reporting, and fraud-control tools, together with the network-level analytics and blocking performed by SkySwitch's upstream carriers, to identify and stop illegal traffic. Specifically:

- Per-account and per-seat limits on concurrent calls and calling velocity are configured at provisioning consistent with the approved use case; international and premium-rate destinations are disabled by default.
- Mosaik-Tech reviews platform CDR reporting at least weekly for indicators of illegal robocalling, including unusually high call volume, short average call duration, low answer-seizure ratio, sequential or random dialing patterns, calls outside the customer's normal hours, and caller ID numbers not assigned to the customer.
- Platform and upstream fraud alerts are routed to the robocall mitigation contact for same-business-day review.
- Calls are blocked consistent with 47 CFR § 64.1200(k) and (o), including calls purporting to originate from invalid, unallocated, or unassigned numbers and numbers on the Do-Not-Originate list; upstream carriers apply reasonable analytics-based blocking with appropriate redress mechanisms.
- When suspicious traffic is identified, Mosaik-Tech immediately investigates, may suspend outbound calling for the account pending review, and requires the customer to substantiate the lawfulness of the traffic (e.g., consent records). Accounts found to be originating illegal calls are terminated.

6. Traceback Cooperation and Response to FCC Notices

Mosaik-Tech commits to cooperate with the FCC, law enforcement (including state attorneys general), and the industry traceback consortium (Industry Traceback Group) in investigating and stopping illegal robocalls. Mosaik-Tech will respond fully to all traceback requests within 24 hours of receipt, as required by 47 CFR § 64.1200(n)(1), providing the identity of its originating customer and relevant call records, and will coordinate with SkySwitch to obtain any necessary platform records. Upon notification from the Commission's Enforcement Bureau of illegal traffic under 47 CFR § 64.1200(n)(2), Mosaik-Tech will promptly investigate, take steps to effectively mitigate the identified traffic, and report the results to the Enforcement Bureau. Mosaik-Tech will also take affirmative, effective measures to prevent new and renewing customers from using its network to originate illegal calls, per 47 CFR § 64.1200(n)(3).

7. Robocall Mitigation Contact

Kadie Smiley, Robocall Mitigation Contact
Mosaik-Tech, LLC, 2501 E Interstate 40, Amarillo, TX 79104-3404
Phone: 806-807-7080 | E-mail: kbs@mosaikservicesgroup.com
Traceback requests and FCC notices may also be directed to Elliot McKinney, CFO (eam@mosaikservicesgroup.com).

8. Ongoing Compliance, Training, and Updates

All employees with provisioning or support responsibilities are trained on this plan at onboarding and annually. This plan is reviewed at least annually. Mosaik-Tech will update its Robocall Mitigation Database filing and CORES information within 10 business days of any change, and will recertify its filing annually on or before March 1, paying any applicable RMD filing fee once effective.

9. Officer Certification

I, Elliot McKinney, Chief Financial Officer of Mosaik-Tech, LLC, certify that I am an officer of the Company; that all calls Mosaik-Tech originates on its network are subject to the robocall mitigation program described above; that Mosaik-Tech has not been prohibited from filing in, or had any prior filing removed from, the Robocall Mitigation Database by Commission action; that Mosaik-Tech commits to respond fully to all traceback requests within 24 hours and to cooperate with the Commission, law enforcement, and the industry traceback consortium; and that the information in this plan and in the Company's Robocall Mitigation Database filing is true, correct, and complete to the best of my knowledge, information, and belief.

Elliot McKinney

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Date: 11.10.2026