

CORRECT SOLUTIONS, LLC
Robocall Mitigation Plan
V.3 September 2025

STIR/SHAKEN IMPLEMENTATION

Correct Solutions, LLC (“Correct Solutions” or “Company”) is a small voice service provider (“VSP”), providing inmate calling services (“ICS”) to correctional facilities throughout the United States. The Company is a reseller, and does not control the network infrastructure necessary to implement the STIR/SHAKEN technology. The Company’s SIP provider, QuestBlue Systems, Inc, has fully implemented STIR/SHAKEN. QuestBlue, as the company’s underlying SIP provider, originates all inmate-initiated calls. The Company and QuestBlue have agreed to work together diligently to mitigate illegal robocalls. The Company has implemented a Robocall Mitigation Program (“RMP”) to include the obligations outlined in the Commission’s recent release, *In the Matter of Call Authentication Trust Anchor, Sixth Report and Order and Further Notice of Proposed Rulemaking*, WC Docket No. 17-97 (rel. March 17, 2023). In compliance with the Report & Order, Correct Solutions submits this RMP and certification.

ROBOCALL MITIGATION

Background

The FCC Order requires that a RMP include the following affirmative obligations for voice service providers:

- Outline reasonable steps VSP has taken to avoid originating illegal robocall traffic;
- Commitment to respond within 24 hours to all traceback requests from the Commission, law enforcement, and the Industry Traceback Consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls;
- Know Your Customer procedures;
- Describe any call analytics system used to identify and block illegal traffic

Traceback:

The Company will commit to respond within 24 hours to all traceback requests received directly from carriers, industry associations, and law enforcement by relying on call logs to and from endpoints on the customer side.

Traceback Contact Information

Name	Title	Contact Information
Cody Ibanez	VP of Operations	318-232-1525

Measures to prevent origination of illegal calls.

Know Your Customer:

All calls processed by the Company are OUTBOUND calls only, originating from correctional facilities located within the United States. The calls originate through the Company's proprietary, secured phone system by the inmates detained in these facilities. This network is designed to only serve these incarcerated individuals. The system prevents the ability to generate any kind of robocalls or auto-generated messages. Further, the secured system only allows the individuals to place calls to telephone numbers that are pre-authorized by the correctional facility practices. There are strict security measures in place to prevent any unauthorized or unauthenticated calls. The Company does not serve end user customers, and inbound calls are not allowed.

Telephone Number Authorization:

All outbound calls utilize numbers that are registered to Correct Solutions. These numbers are secured by the Company's third party vendor, QuestBlue Inc., on their behalf. The system is designed to route all outbound calls to QuestBlue to connect the calls to the PSTN. Correct Solutions does not need to obtain an OCN, and thus does not meet the requirements to receive a SPC token under the current SPC Token Policy.

Call Blocking:

The system is not designed to accept inbound calls. As a result, there is no requirement to monitor the RMD to identify calls coming from companies not registered in the Robocall Mitigation Database. For outbound calls, if an inmate makes a call to a party who no longer wants to receive calls from that inmate, the number can be added to a block list at the called party's request.

Acceptable Use Policy

The Company has prepared a Terms of Use as a guide for its customers to understand the intended and permissible uses of our service, and to prevent exploitation, fraud, and abuse of our calling plans and features, which can be found at the following link: https://fd15f878-a886-45aa-8f20-9f140b43a9c6.filesusr.com/ugd/a94f09_7827e6e0b6b54ce7848ee25cc6f871a1.pdf.

Analytics for Monitoring Traffic:

Calls are continuously monitored for any attempted unauthenticated calls. No third party vendors are involved in the monitoring process.

CONCLUSION

The Company submits this Robocall Mitigation Program to comply with the Federal Communications Commission's Sixth Report and Order (FCC 20-187). This plan is a work in progress and will be supplemented as the company gains more exposure to and experience with these processes.