



Revised Robocall Mitigation Plan

April 10th, 2024

Following the requirements and rules adopted in the Sixth Caller ID Authentication Report and Order, including the additions of and revisions to 47 CFR §§ 64.6303(c), 64.6305(d), 64.6305(e), 64.6305(f) and 64.6305(g), RedIT Support Inc. presents its REVISED Robocall Mitigation Plan.

RedIT Support Inc. fully abide and commits to FCC affirmative obligations for voice service providers: (1) Respond within 24 hours, to traceback requests from the Commission, civil and criminal law enforcement, or the Industry Traceback Consortium and to cooperate with such entities in investigating and stopping illegal robocallers that originate, carry, or process illegal robocalls; (2) Take steps to effectively mitigate illegal traffic when it receives notification of such traffic from the Commission through its enforcement bureau; and (3) implement effective measures to prevent new and current customers from using its network to originate illegal calls.

RedIT Support Inc. is a small voice service provider (With less than 1000 lines) that is a pure reseller of other larger voice service providers (ITSPs). In this document, “we”, “us” or “our”, refers to RedIT Support Inc. and the services provided by it.

RedIT Support Inc. customers range from individual residential lines to small and medium business requiring lines and hosted PBXs.

RedIT Support Inc. (1) Certifies that all calls that we originate on our network are subject to a robocall mitigation program meeting the FCC requirements and confirms that any prior certification has not been removed by Commission action and has not been prohibited from filing in the Robocall Mitigation Database, and being a small service provider that only resells voice services from other voice service providers (ITSPs), it has some facilities that host the PBXs we use to serve our customers which are not sufficient to implement STIR/SHAKEN on the IP portions of our networks; (2) We have implemented a robocall mitigation plan with “reasonable steps” indicated below in this document to avoid the origination, carrying, or processing of illegal robocall traffic, and (3) For any particular requirement related to these matter, RedIT Support Inc. can be contacted via regular mail at 16927 Canosa Dr. Cypress , Tx, 77433 or by phone at +1 (832) 856-7334 or via e-mail to fcarranza@redit.support / management@redit.support, attention Flavio Carranza, CEO.

STEPS TAKEN FOR ROBOCALL MITIGATION:

- RedIT Support Inc. only resells services from voice service providers (ITSPs) that offer full STIR/SHAKEN implementation for its customers calls origination to USA DIDs.
- RedIT Support Inc. refuses traffic from any voice service provider, gateway or non-gateway intermediate provider that is not listed in the Robocall Mitigation Database.
- RedIT Support Inc. knows their customers by name, by keeping a direct relationship with them based on our personalized service. We perform a thorough credit check and verify the following



information: legal business name (if applicable), legal form of business (if applicable), nature of the business (if applicable), federal tax ID, primary contact person, and service address. Tel: 1 (832) 856-7334, 16927 Canosa Dr. Cypress, Tx, www.redit.support .

- All our customers, including individual or residential ones, always connect to one of our hosted PBXs where we have full control of Caller IDs (CLIDs) used. Customers can't control any of these CLIDs. We configure each of the PBX used by our customers. We control which countries they are allowed to call and CLIDs used. We ensure that CLIDs used are valid and owned by each of our customers.
- We have mechanisms in place to detect improper call patterns: Working in conjunction with our voice service providers, we receive alerts of potentially illegal or fraudulent call patterns. If that happens, call origination is blocked either to USA calls or international calls (Depending on the case) for all our customers until we take action to review the situation and remove the blocking. We also have a per-customer maximum spend limit.
- RedIT Support Inc. validates their customers voice traffic and prohibits the origination of any robocall traffic through continuous monitoring of system parameters. RedIT Support will fully abide with the Federal Communications Commission's (FCC) Robocall Mitigation rules, and we will respond to traceback requests from the Commission, civil and criminal law enforcement, or the Industry Traceback Consortium, and cooperate with such entities in investigating and stopping any illegal robocalling activities."

Flavio Carranza

CEO

RedIT Support Inc.