

Robocall Mitigation Program Description

Vocatech Inc. | FRN 0019009844 | RMD0007061 | OCN 831L | Revised September 25, 2026

1. Filer information

- Legal name: Vocatech Inc.
- FCC Registration Number (FRN): 0019009844
- Robocall Mitigation Database number: RMD0007061
- Operating Company Number (OCN): 831L
- FCC Form 499 Filer ID: 827903
- Business address: 5314 18th Avenue, Brooklyn, NY 11204. Second office: 14 Commerce Drive, Cranford, NJ 07016.
- Robocall mitigation contact: Yitzchok Klein, President. compliance@vocatech.com, 718-395-1550.
- Principal: Yitzchok Klein. Vocatech Inc. has no affiliates, no subsidiaries and no parent company, and it does not operate under any other name.

2. Role in the call chain

Vocatech is a voice service provider. It sells a cloud business phone system (interconnected VoIP) to business end users, mainly in New York and New Jersey. Vocatech originates calls only for its own business customers. It does not sell wholesale origination or termination, it is not a gateway provider, and it does not accept calls from other providers to carry across its network.

3. STIR/SHAKEN implementation: complete

Vocatech has fully implemented the STIR/SHAKEN caller ID authentication framework for all calls it originates.

- Vocatech is registered with the STIR/SHAKEN Policy Administrator under OCN 831L and obtains its own Service Provider Code (SPC) token.
- Vocatech holds its own STIR/SHAKEN certificate, issued to Vocatech by a Certificate Authority approved by the Policy Administrator. Vocatech has signed its calls with its own certificate since November 2025 and renews the certificate before it expires.
- Every call Vocatech originates to the public telephone network, including calls placed by Vocatech's AI Agent feature, is signed with Vocatech's own certificate. Vocatech uses the hosted signing service of its underlying carrier for the technical act of applying the signature, as 47 CFR § 64.6301(b) allows. The carrier signs only with Vocatech's certificate. The same applies to any carrier Vocatech uses.
- Vocatech makes all attestation-level decisions for its calls, following the industry (ATIS) attestation criteria. Full attestation is given only when Vocatech has identified the calling customer and verified the customer's right to use the calling number.
- Vocatech does not claim any extension or exemption from the STIR/SHAKEN rules.

4. Keeping new and renewing customers from originating illegal robocalls

- Every account is opened by Vocatech staff. There is no anonymous or automated self-service activation. Vocatech collects the customer's legal business name, business address, a named contact and billing information, and staff confirm that the business named on the order is the business being set up.

- A customer can present as caller ID only telephone numbers assigned to its own account: numbers Vocatech provides, or numbers ported in from the customer's previous carrier through the standard port process, in which that carrier validates the customer's authority over the number. Caller ID settings are verified when the service is installed. The same rule applies to calls placed by Vocatech's AI Agent feature for a customer: they can show only that customer's own numbers.
- Vocatech's Terms of Service prohibit robocalls, robotexts and other unsolicited calls or messages, fraud, impersonation, and any use that violates the TCPA or FCC rules. Vocatech may suspend or terminate service immediately for a violation.
- Business texting is turned on only after the customer's brand and campaign are registered and vetted through The Campaign Registry (10DLC).
- Service is month to month. The monitoring described in section 5 applies to every customer for as long as it is a customer, and a customer who adds lines or numbers goes through the same number assignment and caller ID rules.

5. Call analytics

- Vocatech's platform records a call detail record for every call, and Vocatech loads these records into its own reporting system every few minutes. Vocatech uses them to review calling activity and to spot patterns that do not fit normal business use, such as high call volumes, bursts of very short calls, unusually long calls, calls to high-cost international destinations and other signs of fraud.
- Vocatech does not use a third-party analytics vendor. Its underlying carriers run their own fraud monitoring, and Vocatech investigates every alert they send (for example, suspected traffic pumping).
- Vocatech investigates complaints and call-labeling (spam) reports about its customers' numbers.
- When a customer's calls appear to be illegal robocalls or spoofed calls, Vocatech suspends the numbers or the account involved, investigates, and ends service when warranted.

6. Knowing our upstream providers

- Vocatech does not accept voice traffic from other providers for transit or termination. It carries only calls originated by its own business customers, so it has no upstream providers.
- Vocatech sends its customers' calls to the public telephone network only through carriers listed in the Robocall Mitigation Database. It checks a carrier's listing before exchanging traffic with it, and does not accept traffic directly from a provider that is not listed.

7. Traceback and cooperation

Vocatech commits to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that use its service to originate calls. Traceback requests go to the robocall mitigation contact in section 1 (compliance@vocatech.com, 718-395-1550).

8. Prior Commission action in the last two years

- Agencies involved: the FCC Wireline Competition Bureau and the FCC Enforcement Bureau.
- Date commenced: March 29, 2024 (Wireline Competition Bureau notice). The Enforcement Bureau released Order DA 24-1235 (EB-TCD-24-00036891) on December 10, 2024, naming Vocatech Inc. (RMD0007061) among 2,411 filers.

- Current status: resolved. Vocatech updated its certification and robocall mitigation program description on December 30, 2024 and notified the Enforcement Bureau that day. Its certification was not removed. This filing further updates it to reflect Vocatech's complete STIR/SHAKEN implementation.
- Findings: the certification lacked information newly required by 47 CFR § 64.6305 as amended effective February 26, 2024. There was no finding that Vocatech originated or transmitted illegal robocalls.
- Final determinations: none. No forfeiture has been issued against Vocatech.

9. Keeping this filing current

Vocatech updates its Robocall Mitigation Database filing and its CORES information within 10 business days of any change, and recertifies its filing every year by March 1.

Prepared by Yitzchok Klein, President, Vocatech Inc. | September 25, 2026