

Design Studios LLC - Robocall Mitigation Policy

Robocall Mitigation Compliance with TRACED Act

Design Studios LLC d/b/a RootPoint

1 Alhambra Plaza
PH Floor
Coral Gables FL 33134

Contact Information

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Overview:

The FCC requires all providers certify in the Robocall Mitigation Database (RMD) their status for compliance with STIR/SHAKEN. Those not yet fully compliant must implement and certify to the implementation of a robocall mitigation plan to ensure that this illegal traffic does not originate on their networks as they work within the industry to become fully compliant.

The FCC requires that voice service providers develop a Robocall Mitigation Plan (RMP) that:

1. Details the reasonable steps taken to avoid originating illegal robocalls
2. Demonstrates a commitment to respond to Traceback requests to cooperate with investigating and stopping illegal robocalls.

This RMP is submitted on behalf of Design Studios LLC d/b/a RootPoint. Design Studios LLC is a small business phone provider and has partnered with trusted providers to implement STIR/SHAKEN in parts of its network and has implemented this policy for all customers.

General Prohibition against Robocalling

Design Studios LLC end user services are subject to restrictions in its terms of services (TOS) which including prohibiting activities associated with Robocalling including but not limited to:

- Altering, deceiving, or providing false information about the identity of the sender or the origin of a phone call.
- Violating any applicable laws
- Engaging in fraudulent activities

Violating the TOS will immediately result in an internal investigation and suspension of services

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Know your Customer (KYC)

Design Studios LLC is a small provider that maintains a close relationship with its customers. All employees of each customer are personally known to Design Studios LLC. Outbound calls for each end user device are restricted to a telephone number assigned to the device. We validate the installation of all equipment as customer also engages in a fully managed service provider agreement for IT services.

Prior to any device being allowed online we validate:

- The location of the device and end user
- The end user, alternate phone numbers and contact methods
- Nature of the customer's business
- Projected inbound and outbound call requirements

Restrictions on Customer Access to Equipment

Customers are typically small business users, none of which have the ability to configure the on-premise equipment. Customers are restricted to specific networks through IP restrictions on their edge network equipment controlled by Design Studios LLC, and are restricted again on the Design Studios LLC equipment.

Know your Upstream Provider

Design Studios LLC receives voice traffic from the following upstream providers:

1. Onvoy - (formerly Vitelity and Intelliquent)
2. VoipInnovations – a Sangoma Company

According to the FCC RMD, each of our upstream providers are fully STIR/SHAKEN compliant, and to the best information available to Design Studios LLC, it is reasonable to believe that the upstream providers will continue to comply with the FCC directives related to the delivery of voice traffic into Design Studios LLC's network.

Traceback Cooperation

Design Studios LLC will cooperate with Traceback investigations. To allow for timely and comprehensive law enforcement efforts against illegal robocallers, Design Studios LLC will dedicate appropriate resources to provide prompt and complete responses to traceback requests from law enforcement

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Certification

I, Andrew Renck, do hereby certify the following:

1. Design Studios LLC located at:

1 Alhambra Plaza
PH Floor
Coral Gables FL 33134

2. The name, title, department, business address, telephone number, and email address of the individual responsible for addressing robocall related issues are listed herein.
3. Design Studios LLC is a Voice Service Provider
4. Design Studios LLC has not been prohibited from filing in the Robocall Mitigation Database due to an enforcement action.
5. Design Studios LLC is not subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or Caller ID spoofing.

-/signed/-

Andrew Renck
CEO
Design Studios LLC