

REMAC ENTERPRISES, LTD.

Robocall Mitigation Plan

Date: February 19, 2025

1. Introduction

REMAC ENTERPRISES, LTD. is a VoIP provider utilizing Bandwidth.com for call termination and origination services. This document outlines our Robocall Mitigation Program (RMP) to comply with the Federal Communications Commission's (FCC) regulations and address any deficiencies previously identified in our filing.

2. Compliance with STIR/SHAKEN

All calls originating from our network are authenticated and signed by Bandwidth.com in compliance with the STIR/SHAKEN framework. This ensures that our services adhere to FCC regulations regarding call authentication and spoofing prevention. Additionally, REMAC ENTERPRISES, LTD. actively monitors STIR/SHAKEN compliance to maintain integrity in its call traffic.

3. Robocall Mitigation Measures

3.1 Know-Your-Customer (KYC) and Know-Your-Upstream Provider (KYUP) Policies

- REMAC ENTERPRISES, LTD. implements a strict Know-Your-Customer (KYC) process for all new and renewing customers.
- We require detailed business verification, including EIN, valid contact details, and compliance with U.S. regulations.
- Customers must certify their compliance with robocall mitigation policies before activation.
- For upstream providers, we validate registration in the FCC Robocall Mitigation Database and monitor their compliance to prevent the transit of illegal robocall traffic.

3.2 Analytics Systems for Robocall Detection

- We utilize an in-house developed fraud detection system, which provides:
 - Behavioral analytics to identify abnormal call patterns.
 - Caller verification mechanisms to validate call authenticity.
 - Call-blocking tools to prevent high-risk and known spam traffic.
 - Automated alerts for suspicious call activity, allowing proactive intervention.

3.3 Use of Third-Party Analytics Vendors

- REMAC ENTERPRISES, LTD. does not rely on third-party analytics vendors. Instead, we have developed an internal system to monitor and block fraudulent traffic.

- In addition, Bandwidth.com provides STIR/SHAKEN authentication, adding another layer of protection against spoofed calls.

4. Cooperation with Traceback Requests

- REMAC ENTERPRISES, LTD. is committed to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG).
- We actively cooperate in investigations to help identify and stop illegal robocallers using our services.
- Our team maintains records of all traceback requests and resolutions for compliance purposes.

5. Enforcement and Customer Compliance Monitoring

- Customers violating robocall mitigation policies are subject to immediate investigation.
- We reserve the right to suspend or terminate service agreements if a customer is found to be engaging in illegal robocalling.
- Customers may be subject to periodic compliance reviews to ensure adherence to robocall mitigation policies.

6. Certification and Compliance Assurance

REMAC ENTERPRISES, LTD. certifies that:

- Our previous certification has not been removed by FCC action.
- We have not been prohibited from filing in the FCC Robocall Mitigation Database.
- Our robocall mitigation program complies with 47 CFR § 64.6305(d), (e), and (f).

7. Contact Information

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