



Robocall Mitigation Plan

1. Business Information

Name of Business: Unified Telecommunication Solutions, LLC ("UTS")

Address of Business: G4227 Fenton Rd, Burton, MI 48529

Description: UTS is a reseller of VoIP services. Our wholesale providers are currently Bandwidth and White Label Communications.

2. Contact Information

Contact Person: Jason Primeau

Title: Managing Member

Address: G4227 Fenton Rd, Burton, MI 48529

Telephone Number: 248-669-2300

Email Address: jprimeau@utsdirect.com

3. Know Your Customer

- A. The goal is to identify initially customers that may engage in the use of Robocalls. A "Robocall" means an illegal call using an auto-dialer with a random or sequential telephone number generator that delivers an initial prerecorded message or artificial voice that is placed either (i) for telemarketing purposes without the called party's prior written consent, or (ii) to a wireless number for any purpose without prior express consent.
- B. Customer Screening: From each customer we require the following information which we maintain electronically in company records gathered on a company form:
- C. Physical location/address.
 - Contact person.
 - Place of incorporation (state or country).
 - Federal tax ID number.
 - Type of customer's account (i.e., enterprise, call-center, small business)
 - Size of customer's business.
 - Are auto-dialers used for any purpose?
- Call-Centers customers must: provide details about planned use of the company's services that clarify/confirm robocalls are not in use.

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- Provide written certification that they are not placing Robocalls.
- UTS does not sell to foreign customers.

- D. We update customer information at regular intervals to keep current on any changes of customer status.
- E. The company's service agreements and contracts require customers to comply with the company's Acceptable Use Policy which prohibits Robocalls and allows the company to report suspicious activity when identified.

4. Methods for Preventing Robocalls.

- A. Assign Monitoring Levels.
- Assess information obtained pursuant to Sec. III.
 - Verify all business entities and their proclaimed business purpose.
 - UTS relies on the analytics and monitoring from its wholesale providers to alert us to any suspicious calling patterns that suggest a customer may be engaged in illegal robocalling.
 - UTS does not sell to foreign customers.
- B. Customer Monitoring.
- Initial and monthly monitoring of all customers to validate Monitoring Level status.
 - Validate ANI/CallerID against known customer telephone numbers
 - When the Traffic Analytic reports indicate potential Robocalling appropriate responses will be taken, which include some or all of the following: source traceback investigations; Customer contacts about suspicious activity; suspensions of customers; contact with relevant enforcement agencies.
- C. Customer Contract Terms
- Advise customers that they might be subject to random monitoring.
 - All customers must agree to cooperate in Traceback requests.
 - When required, customers must agree to provide certifications that they do not place Robocalls.
- D. Customer Relations.
- Provide ANI/CallerID and Blocking capabilities allowing customer block calls from individual numbers or at the network levels.
 - Provide education and outreach to customers about Robocall avoidance.
 - Ensure there are no line item charges for Robocall mitigation on customer bills.

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5. Traceback Requests

- A. UTS is committed to respond to traceback requests within 24 hours and to cooperate with all investigating authorities in their efforts to stop illegal Robocalls.

6. Certifications

- A. UTS has implemented the STIR/SHAKEN authentication framework in its internet Protocol networks pursuant to 47 C.F.R. § 64.6301.
- B. The traffic originated by the customers of the company is subject to the Robocall Mitigation Program contained herein.
- C. UTS is committed to respond to traceback requests within 24 hours and to cooperate with all investigating authorities in their efforts to stop illegal Robocalls.

I, Jason Primeau, have personal knowledge of the company certifications contained herein and state, under penalty of perjury, that they are true and correct.

Dated this 19th of December 2024 at G4227 Fenton Rd, Burton, MI 48529.

Jason Primeau
Managing Member
Unified Telecommunication Solutions, LLC

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