

Vejack Softhouse LLC Robocall Mitigation Plan

1. Introduction:

Vejack Softhouse LLC is committed to complying with the Federal Communications Commission (FCC) rules and regulations designed to combat unlawful robocalls. This Robocall Mitigation Plan outlines the steps Vejack Softhouse LLC has implemented to prevent the use of our services for making illegal robocalls, while also ensuring that we respond to traceback requests in a timely and effective manner.

2. Robocall Mitigation Measures:

To comply with the FCC's robocall mitigation requirements, Vejack Softhouse LLC has implemented the following strategies:

a. Caller ID Authentication: Vejack Softhouse LLC will implement and maintain robust caller ID authentication mechanisms, including the use of SHAKEN/STIR protocols, to help identify and prevent spoofed caller IDs, ensuring that legitimate calls are properly authenticated and that illegitimate robocalls are flagged or blocked.

b. Call Blocking Systems: We will use industry-standard call-blocking solutions to prevent fraudulent calls, including those originating from known illegal robocall sources. Our call blocking systems will be regularly updated to ensure we are compliant with current FCC standards and technologies.

c. Vetting of Customers and Services: Vejack Softhouse LLC will thoroughly vet all customers who wish to use our services to ensure they are not engaged in any robocall activities. This vetting process includes assessing the customer's business practices, reviewing their calling behavior, and ensuring compliance with relevant laws and regulations.

d. Monitoring and Auditing: We will actively monitor our network and customer activities to detect any signs of suspicious or abusive behavior. This includes analyzing call patterns and initiating investigations if unusual or potentially illegal calling activity is detected.

3. Traceback Request Process:

Vejack Softhouse LLC understands the importance of cooperating with traceback requests to help identify the source of illegal robocalls. To ensure compliance with the FCC's traceback requirements:

a. Traceback Request Handling: We commit to responding to any traceback requests within 24 hours of receiving them. This will include identifying the source of a suspected robocall and providing all requested information to assist in investigating and taking action against the responsible parties.

b. Dedicated Team: A dedicated team will be assigned to manage traceback requests, ensuring that all necessary information is promptly gathered and submitted to relevant authorities or partners as part of the investigation process.

4. Record Keeping and Compliance:

Vejack Softhouse LLC will maintain detailed records of all steps taken to mitigate robocalls, including but not limited to:

- Records of customer vetting processes.
- Documentation of the implementation and maintenance of SHAKEN/STIR protocols.
- Logs of call blocking and monitoring activities.
- Traceback requests and our responses to them.

These records will be available for inspection by the FCC or other relevant authorities upon request to ensure ongoing compliance with robocall mitigation regulations.

5. Employee Training:

We will provide regular training for all employees, especially those in customer service, compliance, and technical support, regarding the risks and legal responsibilities associated with robocalls. This training will include:

- Best practices for detecting and reporting illegal robocall activity.
- Instructions for responding to traceback requests.
- Education on current FCC regulations and guidelines related to robocall mitigation.

6. Plan Review and Updates:

Vejack Softhouse LLC will review this Robocall Mitigation Plan on an annual basis to ensure it remains current with new regulations, technologies, and industry practices. We will update the plan as needed to continue meeting FCC standards.

7. Conclusion:

Vejack Softhouse LLC is committed to playing an active role in mitigating robocall activity and complying with all relevant FCC regulations. We will work proactively to ensure that our services are not used for illegal robocalling, and we will remain responsive to traceback requests, guaranteeing that we respond to all requests within 24 hours.