

Robocall Mitigation Program

First Insight Corporation - MaximEyes (Evaa) Virtual Assistant

1. Company Overview

First Insight Corporation provides the MaximEyes (Evaa) Virtual Assistant, an AI-powered inbound call answering service for optometry and ophthalmology practices. The service engages callers via IVR to book appointments, provide order status, relay messages, and answer general questions.

We do not originate outbound calls into the public switched telephone network (PSTN). All calls we handle are inbound and transferred from client practices' existing phone services.

2. STIR/SHAKEN Status

First Insight Corporation is exempt from STIR/SHAKEN implementation under 47 CFR § 64.6304(d) because we do not originate SIP calls into the PSTN. All PSTN connectivity and authentication is performed by upstream carriers such as Bandwidth and Twilio.

3. Robocall Mitigation Practices

In compliance with 47 CFR § 64.6305(d)(ii)-(iii), our robocall mitigation program includes:

- Restricting system access to authorized client accounts.
- Accepting inbound calls only from verified customer phone systems.
- Prohibiting number spoofing or traffic injection into the PSTN.
- Monitoring call patterns for suspicious activity.
- Maintaining detailed call logs for audit and traceback purposes.
- Responding to all FCC, law enforcement, and Industry Traceback Group requests within 24 hours.

4. Traceback and Cooperation Commitment

We commit to full cooperation with the FCC, law enforcement agencies, and the registered Industry Traceback Group. We will investigate and, if necessary, disable any customer access that is used for illegal robocalling activity.

5. Contact Information

Robocall Mitigation Contact:

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Certifying Officer:

Nitin Rai - Owner, President, and CEO

First Insight Corporation