

Robocall Mitigation Program Description

Filed Pursuant to 47 CFR § 64.6305

Company Name: Monosolution Services
FCC Registration Number (FRN): 0037831823
Regulatory Classification: Voice Service Provider
Foreign Voice Service Provider: Yes
STIR/SHAKEN Status: No Implementation
Date: Jan 6, 2026

1. Company Overview

Monosolution Services (“Monosolution” or “the Company”) is a foreign call center operator that originates outbound voice traffic using Company-controlled dialing infrastructure. The Company transmits voice traffic directly to U.S.-based carrier partners for termination to the public switched telephone network (PSTN).

Monosolution does **not** rely solely on end-user retail platforms (such as Twilio, RingCentral, or Vonage). Instead, the Company operates its own call routing and dialing environment and is therefore filing in the Robocall Mitigation Database (RMD) as a **Voice Service Provider**, consistent with FCC guidance.

2. STIR/SHAKEN Ineligibility Statement

Monosolution Services does **not** implement STIR/SHAKEN authentication.

The Company is a **non-U.S. entity** and does **not** hold a U.S. Operating Company Number (OCN). As a result, Monosolution is **technically ineligible** to obtain the Service Provider Code (SPC) tokens required to cryptographically sign calls under the STIR/SHAKEN framework.

Accordingly, Monosolution has selected “**No STIR/SHAKEN Implementation**” in the RMD and has implemented the robocall mitigation measures described in this document, as required by **47 CFR § 64.6304**.

3. Scope of Robocall Mitigation Program

This Robocall Mitigation Program applies to:

- All outbound voice traffic originated by Monosolution

- All calling campaigns conducted by Company employees or authorized agents
- All telephone numbers presented as caller ID by the Company

The Company does **not** permit anonymous third-party access to its dialing systems and does not provide open origination services to the public.

4. Caller and Campaign Vetting (“Know Your Caller”)

Monosolution employs a controlled call center model designed to prevent illegal robocalling activity.

Key safeguards include:

- Only **internal employees or contract agents** approved by the Company are permitted to use the dialing system
- No resale, sublicensing, or public access to dialing capacity
- Campaign purposes are documented prior to activation
- Caller ID numbers are reviewed to confirm valid formatting and authorized use
- Prohibition on spoofing, random number generation, or use of unassigned numbers

Any campaign that cannot be clearly explained or justified is rejected or suspended.

5. Traffic Monitoring and Analytics

Monosolution actively monitors outbound calling activity for indicators commonly associated with illegal robocalls, including:

- **Short-duration calls**, particularly calls under six (6) seconds
- **High-volume burst patterns**, including abnormal call attempts per minute
- Elevated call failure or rejection rates
- Repetitive dialing to sequential or concentrated number ranges
- Sudden deviations from established calling behavior

Monitoring is performed using internal traffic analysis tools and carrier feedback. Traffic anomalies trigger manual review and, if necessary, immediate mitigation actions.

6. Mitigation and Enforcement Actions

When suspicious or non-compliant activity is identified, Monosolution may take one or more of the following actions without notice:

- Immediate throttling or suspension of affected traffic

- Temporary or permanent disabling of specific caller IDs
- Suspension of individual agents or campaigns
- Termination of access to dialing systems
- Cooperation with upstream carriers to block traffic

All mitigation actions are documented internally.

7. Traceback and Regulatory Cooperation

Monosolution Services cooperates fully with:

- The Federal Communications Commission (FCC)
- The U.S. Industry Traceback Group (ITG)
- U.S. carrier partners and lawful enforcement requests

Upon receipt of a traceback or inquiry, the Company will promptly:

- Preserve relevant call detail records
 - Identify the source campaign or agent
 - Take corrective or enforcement action as appropriate
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8. Number Management and Spoofing Controls

The Company enforces caller ID integrity by:

- Restricting caller ID usage to approved and properly formatted numbers
 - Blocking invalid, incomplete, or clearly spoofed caller IDs
 - Monitoring for excessive caller ID rotation
 - Prohibiting the use of emergency, toll-free, or government numbers unless explicitly authorized
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9. Program Review and Governance

This Robocall Mitigation Program is reviewed periodically and updated as necessary to reflect:

- FCC rule changes
- New robocall threat patterns
- Carrier compliance requirements
- Internal audit findings

Program oversight is handled by designated management personnel.

10. Confidentiality Statement

Certain operational and technical details contained in this filing are proprietary and commercially sensitive. Monosolution Services has submitted a **confidentiality request via ECFS** to protect non-public information in accordance with FCC procedures.

11. Certification

I certify that the information contained in this Robocall Mitigation Program Description is accurate and that Monosolution Services has implemented the practices described herein in good faith to prevent the origination of illegal robocalls.

Authorized Representative: Omari Felix



Title: President

Company: Monosolution Services

Date: Jan 6, 2026