

Robocall Mitigation Program Description

Unisoftwares Inc.

Filer Information

- Legal Name: Unisoftwares Inc.
- FRN: 0037837655
- Address: 206 Roosevelt Road, Office 206, Villa Park, IL 60181
- Primary Contact Name: Nauman Khan
- Title: Chief Operating Officer
- Phone Number: +1 (331) 264-4644
- Email: nauman@unisoftwares.com

Certification Type

I have implemented a robocall mitigation program.

Description of Robocall Mitigation Program

Unisoftwares Inc. provides business communications enablement and related services, inbound/outbound business calling, SMS messaging, and dialer capabilities for legitimate business use cases. Unisoftwares Inc. is committed to preventing the origination, facilitation, or transmission of illegal robocalls, caller ID spoofing, spam, and fraudulent communications. Where STIR/SHAKEN is implemented by upstream providers and/or may not apply uniformly to all aspects of the service configuration, Unisoftwares Inc. maintains and enforces the following Robocall Mitigation Program to prevent unlawful traffic and support regulatory compliance.

1) Customer Vetting (KYB/KYC) and Use-Case Review

Prior to enabling outbound calling and/or messaging, Unisoftwares Inc. conducts customer screening designed to verify identity and legitimacy and to reduce the risk of illegal traffic, which may include:

- Verification of the authorized representative (identity validation using appropriate documentation and/or verification steps).
- Business verification (business registration/formation details where applicable, website/online presence review, and legitimacy checks).
- Review of the intended use case (calling, SMS, dialer campaigns, inbound/outbound flows) to confirm lawful, consent-based outreach and prohibited-use avoidance.
- Enhanced review for higher-risk use cases, which may include requesting additional information such as sample scripts, opt-in language, lead source details, and/or proof of consent.

2) Contractual Obligations and Acceptable Use

All customers are required to agree to service terms and acceptable use requirements that strictly prohibit:

- Illegal robocalls, spam, fraud, deceptive practices, harassment, and abusive traffic.
- Caller ID spoofing or misrepresentation of identity.
- Any activity that violates applicable federal and state laws and regulations (including TCPA and related FCC/FTC requirements).

Violations may result in immediate investigation, suspension, and/or termination of services.

3) Caller ID and Number Authorization Controls

Unisoftwares Inc. enforces caller ID and number authorization controls intended to prevent unauthorized caller ID use, including:

- Restricting outbound caller ID presentation to numbers that are assigned to, verified for, or otherwise authorized for the customer account.
- Prohibiting misleading, spoofed, or deceptive caller ID practices.
- Requiring truthful identification of the sender in outbound communications.

4) Traffic Monitoring, Detection, and Enforcement

Unisoftwares Inc. monitors calling and messaging activity for indicators of suspicious or unlawful behavior. Monitoring and enforcement measures may include:

- Reviewing traffic patterns for anomalies (e.g., burst dialing, unusually high attempt rates, abnormal answer/seizure ratios, repeated invalid destinations, short-duration call spikes, and elevated complaint patterns).
- Monitoring messaging behavior for suspicious throughput spikes or spam-like patterns.
- Applying thresholds, rate limits, and automated/manual reviews when suspicious activity is detected.

When suspicious activity is detected, Unisoftwares Inc. may pause traffic, require re-verification, restrict capabilities, suspend service pending investigation, and/or terminate service for confirmed violations.

5) Traceback Cooperation and Recordkeeping

Unisoftwares Inc. cooperates fully with traceback requests and investigations initiated by the FCC, law enforcement, and the Industry Traceback Group (ITG). Unisoftwares Inc. maintains relevant records and logs (including customer onboarding information and call/messaging activity records) to support timely investigation and remediation.

6) Ongoing Review

This Robocall Mitigation Program is reviewed periodically and updated as needed based on evolving risks, regulatory expectations, and operational improvements.

Compliance Contact

- Name: Nauman Khan
- Title: Chief Operating Officer
- Email: nauman@unissoftwares.com
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- Address: 206 Roosevelt Road, Office 206, Villa Park, IL 60181