

# Robocall Mitigation Program Description

**Legal Name:** OptiTech, LLC

**DBA:** OptiSolutions

**DBA:** OptiVoice

**Principal Place of Business:**

685 Warren Avenue, Unit 2

East Providence, RI 02914

**Compliance Contact:**

Joshua Luis Pereira

Josh@GetOptiSolutions.com

(401) 603-0032 Ext. 103

**Effective Date:** February 15, 2026

## 1. Commitment to Regulatory Compliance

OptiTech maintains a comprehensive Robocall Mitigation Program designed to prevent the origination, transmission, or facilitation of illegal robocalls and unlawful call spoofing. We comply with the TCPA, TRACED Act, FCC regulations, and all applicable federal and state telecommunications laws.

## 2. STIR/SHAKEN Implementation

OptiTech has implemented STIR/SHAKEN authentication for all IP-based traffic where technically feasible. Calls are signed using valid STI certificates, and appropriate attestation levels (A, B, or C) are applied based on verified customer identity and number authorization.

## 3. Know Your Customer (KYC) & Vetting

OptiTech conducts identity verification prior to service activation, including entity validation, identification verification, address confirmation, number ownership verification, and use-case review. High-risk categories are subject to enhanced due diligence.

## 4. Traffic Monitoring & Analytics

We actively monitor network traffic using automated and manual processes. Monitoring includes call volume thresholds, velocity detection, short-duration patterns, ASR anomalies, geographic irregularities, and repetitive dialing behavior.

## **5. Complaint & Traceback Handling**

OptiTech promptly investigates Industry Traceback Group requests, carrier inquiries, and complaints. Originating accounts are reviewed, customers contacted, and traffic may be suspended pending investigation.

## **6. Enforcement Policy**

OptiTech maintains a zero-tolerance policy for illegal robocalls and spoofing. Violations may result in immediate suspension, termination, and notification to upstream carriers or regulatory authorities.

## **7. Record Retention**

We retain documentation related to onboarding, traffic monitoring, complaint investigations, enforcement actions, and number authorization in accordance with FCC requirements.

## **8. Compliance Oversight**

Compliance oversight is managed by Joshua Luis Pereira. Responsibilities include STIR/SHAKEN governance, traffic review, high-risk account approval, traceback response, and policy updates.

## **9. Continuous Improvement**

OptiTech regularly reviews mitigation procedures and updates controls in alignment with evolving FCC guidance and industry best practices to maintain network integrity.