

ROBOCALL MITIGATION PLAN (RMP)

Company Name: Voip Solutie SRL

Address: MD-2002, bd. Decebal, 6, Chisinau, Republic of Moldova

FCC Registration Number (FRN): 0038042792

Date: February 18, 2026

1. INTRODUCTION

This Robocall Mitigation Plan ("Plan") is established by **Voip Solutie SRL** ("the Company") to prevent the origination and transmission of illegal robocalls. As a Foreign Voice Service Provider, the Company is committed to complying with the rules and regulations of the Federal Communications Commission (FCC) regarding the Robocall Mitigation Database (RMD) and the TRACED Act.

2. KNOW YOUR CUSTOMER (KYC) PROTOCOLS

The Company implements strict "Know Your Customer" procedures to ensure that all customers using our services are legitimate businesses. Our KYC process includes:

- Verification of the customer's legal identity through government-issued business registration documents.
- Collection of physical address and verified contact information.
- Monitoring of payment methods to ensure they originate from legitimate financial institutions.
- Periodic review of customer business activities to ensure compliance with our terms of service.

3. TRAFFIC MONITORING AND ANALYSIS

The Company employs automated and manual tools to monitor outbound traffic patterns for signs of illegal robocalling or spoofing. This includes tracking:

- **High Volume / Short Duration:** Monitoring for unusually high call volumes with a low Average Duration of Call (ADC).
- **Burst Traffic:** Identifying sudden spikes in call attempts to sequential or unassigned numbers.
- **Completion Rates:** Analyzing low call completion rates that may indicate automated dialer activity.

4. INVESTIGATION AND MITIGATION STEPS

Upon detection of suspicious traffic or notification from regulatory bodies, the Company takes the following actions:

- Immediate internal investigation into the source of the traffic.
- Temporary suspension of the customer's account during the investigation.
- Permanent termination of service for any customer found to be originating illegal robocalls or fraudulent traffic.

5. COOPERATION WITH TRACEBACK REQUESTS

The Company fully cooperates with the Industry Traceback Group (ITG), the FCC, and law enforcement agencies. We commit to responding to all traceback requests within **24 hours**. Our designated point of contact for traceback is:

- **Contact Name:** Osadcii Eugene
- **Email:** fcc@premiertelecom.md
- **Phone:** +37368092777

6. STIR/SHAKEN IMPLEMENTATION STATUS

As a Foreign Voice Service Provider based in Moldova, the Company does not currently have access to the United States Service Provider Code (SPC) token required for direct STIR/SHAKEN certificate issuance. However, the Company ensures that all calls are handed off to our upstream providers with accurate and non-spoofed Caller ID information.

Authorized Signature: _____

Name: Osadcii Eugene

Title: Director

