

Robocall Mitigation Program (RMP)

Provider Name: Mission Technology Solutions (Mission MSP)

FCC Registration Number (FRN): 0038079174

Operating Company Number (OCN): Not Assigned

Headquarters: Kokomo, Indiana

Date: February 25, 2026

1. Overview

Mission Technology Solutions ("Mission MSP") provides managed IT services and hosted VoIP solutions to business customers. Mission MSP operates a fully IP-based voice network utilizing RingLogix as its hosted VoIP platform provider. In compliance with 47 CFR § 64.6305 and FCC Robocall Mitigation Database requirements, this Robocall Mitigation Program (RMP) describes the specific reasonable steps taken to prevent, detect, and mitigate illegal robocalls originating from our network.

2. Provider Role in the Call Chain

Mission MSP operates as an Originating Voice Service Provider. We provide hosted VoIP services to business customers and assign Direct Inward Dial (DID) numbers through RingLogix's ordering and porting team. Mission MSP does not function as a Gateway Provider. All traffic is 100% IP-based and transmitted through compliant upstream carriers.

3. STIR/SHAKEN Implementation Status

Mission MSP relies on its upstream carrier and RingLogix infrastructure for STIR/SHAKEN implementation and call authentication for IP-based voice traffic. Mission MSP does not issue SPC tokens directly. All originated traffic is subject to upstream authentication protocols consistent with FCC requirements.

4. Mitigation Practices

A. Customer Authentication & Onboarding

- Verification of legitimate business identity prior to activation
- Collection of legal business name, address, and authorized contact information
- Review of intended call volume and business use case
- Explicit prohibition of illegal robocalling, spoofing, and fraudulent traffic
- Immediate suspension authority for violations

B. Traffic Monitoring & Analytics

Mission MSP maintains access to Call Detail Records (CDRs) through RingLogix. While primary monitoring occurs at the upstream carrier level, Mission MSP retains the ability to review call data if complaints or traceback requests arise. Typical monthly call volume is under 100,000 calls.

C. Call Blocking & Enforcement

- Enforcement of upstream carrier blocking policies
- Cooperation with industry traceback efforts
- Immediate suspension or termination of customers engaged in suspected illegal activity
- Review of suspicious call patterns upon notification

D. Outbound Campaign Controls

While Mission MSP does not knowingly support mass outbound call campaigns, any customer engaging in outbound calling must comply with the Telephone Consumer Protection Act (TCPA) and all

FCC regulations. Mission MSP reserves the right to require proof of consent documentation and to terminate service for violations.

E. Upstream Provider Compliance

Mission MSP partners exclusively with RingLogix and its compliant upstream carriers, which maintain FCC Robocall Mitigation Database filings and STIR/SHAKEN implementation.

5. Traceback & Law Enforcement Response

Mission MSP commits to respond to all traceback requests within 24 hours. We will cooperate fully with the Industry Traceback Group, FCC enforcement staff, and law enforcement agencies in investigating and mitigating illegal robocall activity.

6. Recordkeeping

Mission MSP maintains onboarding documentation, call data access, contractual agreements, and traceback correspondence records consistent with FCC recordkeeping expectations.

7. Compliance Contact

Primary Contact: Westin Padgett

Title: CEO

Phone: 765-319-8048

Email: westin@missionts.com

Certification:

I certify that the information contained in this Robocall Mitigation Program is accurate and that all voice traffic originated by Mission Technology Solutions is subject to the mitigation practices described herein.

Signature: _____

Name: Westin Padgett

Title: CEO

Date: _____