

# Robocall Mitigation Plan

**Make Tech Work LLC**

**Voice Service Provider (Non-Facilities-Based VoIP Reseller)**

## SECTION 1: PROVIDER IDENTIFICATION

**Legal Business Name:** Make Tech Work LLC

**FCC Registration Number (FRN):** 0038153722

**Operating Company Number (OCN):** Not applicable

**Principal Business Address:**

270 Trace Colony Park, Suite B

Ridgeland, MS 39157

**Compliance Contact Name:** Alexander Magana Jr

**Compliance Contact Title:** Chief Executive Officer

**Compliance Contact Phone:** 901-259-3500

**Compliance Contact Email:** [mtwadmin@maketechworkfor.me](mailto:mtwadmin@maketechworkfor.me)

## SECTION 2: PROVIDER ROLE IN THE CALL CHAIN

Make Tech Work LLC operates as a non-facilities-based interconnected VoIP reseller providing voice services to end-user business customers. The company originates calls on behalf of its customers using SIP trunking services provided by registered upstream carriers.

Make Tech Work LLC does not operate gateway facilities, does not receive traffic directly from foreign voice service providers, and does not function as a gateway provider as defined under 47 CFR § 64.6300. All PSTN interconnection and call authentication functions are performed by upstream providers.

## SECTION 3: STIR/SHAKEN CERTIFICATION STATUS

Make Tech Work LLC does not independently perform STIR/SHAKEN call authentication or signing and does not hold its own Service Provider Code (SPC) token.

STIR/SHAKEN authentication and call signing are performed by one or more registered upstream SIP trunking providers listed in the FCC Robocall Mitigation Database.

Calls originated by Make Tech Work LLC's customers are authenticated and signed by the upstream provider in accordance with FCC rules and industry standards.

Make Tech Work LLC relies on this upstream STIR/SHAKEN implementation while maintaining its own robocall mitigation program consistent with 47 CFR § 64.6305.

## **SECTION 4: ROBOCALL MITIGATION PROGRAM**

Make Tech Work LLC certifies that it has implemented reasonable and effective measures to prevent the origination of illegal robocalls, consistent with FCC requirements.

### **4.1 Know Your Customer (KYC) Procedures**

Prior to activating voice service for any customer, Make Tech Work LLC will:

- Verify the customer's legal identity, business name, physical address, and primary contact information
- Collect business formation or registration documentation where applicable
- Require execution of a Subscriber Service Agreement containing an Acceptable Use Policy prohibiting illegal robocalls, spoofing, and violations of the TCPA and Truth in Caller ID Act
- Document the customer's intended use of voice services
- Retain KYC records for a minimum of two (2) years

### **4.2 Know Your Upstream Provider (KYUP) Procedures**

Make Tech Work LLC utilizes upstream providers that are:

- Listed and in good standing in the FCC Robocall Mitigation Database
- Registered STIR/SHAKEN signatories

Make Tech Work LLC will:

- Verify upstream provider RMD status prior to onboarding
- Re-verify upstream provider status at least annually
- Immediately cease use of any upstream provider that is removed from the RMD

### 4.3 Traffic Monitoring

Make Tech Work LLC monitors customer traffic using call detail records and platform analytics to identify indicators of illegal robocalling, including:

- Abnormal outbound call volume spikes
- High volumes of short-duration calls
- Calling patterns inconsistent with stated business use

Monitoring occurs at least monthly and on an ad hoc basis upon receipt of complaints or traceback requests.

### 4.4 Affirmative Measures to Prevent Illegal Robocalls

Make Tech Work LLC employs the following measures:

- Contractual prohibition of illegal robocalls and caller ID spoofing
- Immediate suspension or termination of non-compliant customers
- No provisioning or support for autodialers or predictive dialers
- Written customer education on TCPA and caller ID compliance

### 4.5 Complaint Handling

Make Tech Work LLC maintains a compliance contact email ([mtwadmin@maketechworkfor.me](mailto:mtwadmin@maketechworkfor.me)) for robocall complaints.

Upon receipt of a complaint:

- Acknowledgement within 24 hours
- Investigation within five (5) business days
- Immediate mitigation or suspension if warranted
- Documentation retained for two (2) years

## SECTION 5: TRACEBACK RESPONSE COMMITMENT

Make Tech Work LLC commits to responding within **24 hours** to all traceback requests from:

- The FCC
- Law enforcement agencies
- The Industry Traceback Group (ITG)

Call detail records sufficient to support traceback investigations are retained for a minimum of two (2) years and are made available through upstream providers as necessary.

## **APPENDIX A: DOCUMENT CONTROL**

**Document Version:** 2.0

**Prepared Date:** March 2026

**Classification:** Public Submission

**Retention Period:** Two (2) years

**Review Frequency:** Annually