

ROBOCALL MITIGATION PROGRAM

SMMS SERVICES LLC

COMPANY INFORMATION

Field	Details
Company Name	SMMS SERVICES LLC
EIN	41-3306945
FRN	0038326120
State of Formation	Georgia
Formation Date	December 19, 2025
Address	1870 The Exchange SE Ste 220 #122173, Atlanta, GA 30339
Contact Person	Ruth Ann Cooper
Title	Sole Member / Owner
Phone	917-403-1422
Email	rcSearch64@gmail.com
Date	April 21, 2026

SECTION 1: INTRODUCTION

SMMS SERVICES LLC ("Company") is a single-member Limited Liability Company registered in the State of Georgia. The Company provides website development, social media management, and lead conversion services using VOIP and call center technologies. This Robocall Mitigation Program ("Program") has been established in compliance with the TRACED Act, the Telephone Consumer Protection Act (TCPA), and all applicable FCC regulations.

SECTION 2: PURPOSE

The purpose of this Program is to:

- Prevent the origination of illegal robocalls
- Ensure compliance with all applicable federal and state laws
- Protect consumers from unwanted and fraudulent calls
- Establish procedures for monitoring and responding to potential violations

SECTION 3: ROBOCALL MITIGATION MEASURES

SMMS SERVICES LLC has implemented the following mitigation measures:

3.1 Customer Verification

- All customers and call campaigns are verified before activation
- Only legitimate business calls are permitted on our network
- All callers must provide valid business credentials and purpose

3.2 Call Monitoring

- All outbound call traffic is monitored for unusual patterns
- Suspicious call volumes or patterns are immediately investigated
- Automated alerts are set up for abnormal call activity

3.3 Do Not Call Compliance

- SMMS SERVICES LLC maintains strict compliance with the National Do Not Call Registry
- All call lists are scrubbed against the DNC Registry before use
- Opt-out requests are processed immediately and honored permanently

3.4 Caller ID Authentication

- All outbound calls display accurate and verifiable Caller ID information
- No spoofed or misleading Caller ID information is permitted
- Caller ID is registered and verified through our VOIP provider BulkVS

3.5 Call Volume Controls

- Monthly call volume is monitored and controlled
- Estimated monthly call attempts: 30,000
- Average Call Duration (ACD): 4 minutes
- Answer Seizure Ratio (ASR): 25%

SECTION 4: UPSTREAM AND DOWNSTREAM PROVIDERS

4.1 VOIP Provider

SMMS SERVICES LLC uses BulkVS as its primary VOIP service provider
BulkVS is a registered and compliant telecommunications provider

4.2 Call Center Platform

SMMS SERVICES LLC uses GoAutoDial as its call center platform
All calls are made for legitimate business purposes only

4.3 Upstream Customers

All call campaigns are self-driven for SMMS SERVICES LLC marketing purposes
No third party upstream customers are permitted to originate calls

SECTION 5: RESPONSE TO TRACEBACK REQUESTS

SMMS SERVICES LLC commits to:

Responding to all traceback requests within 24 hours
Cooperating fully with the US Telecom Traceback Group
Providing all requested call records and documentation
Taking immediate action to stop any identified illegal call traffic

SECTION 6: EMPLOYEE TRAINING

All employees and contractors are trained on robocall mitigation requirements
Training is conducted upon hiring and annually thereafter
Training covers TCPA, TRACED Act, and FCC regulations

SECTION 7: COMPLIANCE OFFICER

Field	Details
Name	Ruth Ann Cooper
Title	Owner / Sole Member
Phone	917-403-1422
Email	rcSearch64@gmail.com
Address	1870 The Exchange SE Ste 220 #122173, Atlanta, GA 30339

SECTION 8: CERTIFICATION AND SIGNATURE

I, Ruth Ann Cooper, as the Owner and Sole Member of SMMS SERVICES LLC, hereby certify that:

The information provided in this Robocall Mitigation Program is true and accurate
SMMS SERVICES LLC is committed to full compliance with all applicable FCC regulations
SMMS SERVICES LLC will maintain and update this Program as required
SMMS SERVICES LLC will cooperate with all law enforcement and regulatory investigations

Signature: _____

Printed Name: Ruth Ann Cooper

Title: Owner / Sole Member

Company: SMMS SERVICES LLC

Date: April 21, 2026

SECTION 9: PROGRAM REVIEW

This Robocall Mitigation Program will be reviewed and updated:

Annually or as required by FCC regulations
Immediately upon any changes to business operations
Upon receipt of any regulatory inquiry or traceback request

This document was prepared in accordance with 47 CFR 64.6300 et seq. and the TRACED Act of 2019