

Redlight Solutions, LLC

Robocall Mitigation Program

Purpose

Redlight Solutions has implemented this Robocall Mitigation Program ("RMP") to prevent the use of its telecommunications services for illegal robocalling, unlawful caller ID spoofing, and other fraudulent telecommunications activities.

This program is designed to comply with the Telephone Robocall Abuse Criminal Enforcement and Deterrence (TRACED) Act, applicable Federal Communications Commission (FCC) regulations, and industry best practices.

Company Description

Redlight Solutions is a reseller of Voice Over Internet Protocol (VoIP) telecommunications services.

Redlight Solutions does not own or operate telecommunications switching equipment, voice gateways, session border controllers (SBCs), or call processing infrastructure. Redlight Solutions does not generate, originate, or transmit voice traffic through company-owned telecommunications facilities.

Voice services provided by Redlight Solutions are delivered through authorized upstream telecommunications providers that maintain and operate the underlying voice network infrastructure.

STIR/SHAKEN Compliance

Redlight Solutions relies upon its underlying voice service providers for implementation of STIR/SHAKEN caller authentication technology.

Where calls are capable of authentication, STIR/SHAKEN functions are performed by the upstream voice provider operating the network facilities used to carry the traffic.

Redlight Solutions supports compliance with caller authentication requirements by:

- Verifying customer identities prior to service activation.
- Validating customer authorization to use telephone numbers presented as caller ID.
- Investigating reports of caller ID spoofing.

- Taking corrective action against customers that misuse telecommunications services.
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Customer Verification Procedures

Prior to activating services, Redlight Solutions performs reasonable due diligence to verify customer identity and intended use of service.

Verification procedures may include:

- Collection of customer contact information.
- Verification of business registration information when applicable.
- Validation of physical business address.
- Collection of government-issued identification for responsible parties when appropriate.
- Review of intended telecommunications use cases.

Redlight Solutions reserves the right to deny service to any applicant that cannot be adequately verified or presents elevated fraud or compliance risks.

Acceptable Use Requirements

All customers are required to comply with applicable federal and state laws governing telecommunications activities.

Customers are prohibited from:

- Originating illegal robocalls.
- Engaging in unlawful telemarketing activities.
- Using misleading or spoofed caller identification information.
- Violating the Telephone Consumer Protection Act (TCPA).
- Using telecommunications services for fraudulent, deceptive, or abusive purposes.

Compliance obligations are incorporated into customer agreements and terms of service.

Robocall Mitigation Measures

As a reseller, Redlight Solutions employs risk-based mitigation procedures to identify and address unlawful traffic.

Mitigation measures include:

Customer Screening

- Review of customer identity information.
- Evaluation of intended service usage.
- Enhanced review of higher-risk customer categories.

Complaint Monitoring

Redlight Solutions reviews:

- Consumer complaints.
- Notifications from upstream carriers.
- Regulatory inquiries.
- Industry traceback requests.
- Reports of suspicious calling activity.

Traffic Review

When information is available from upstream providers, Redlight Solutions may review:

- Calling volume anomalies.
- Excessive short-duration calls.
- Suspicious outbound calling patterns.
- Caller ID misuse reports.

Investigation Procedures

Upon receiving information suggesting unlawful robocall activity, Redlight Solutions will:

1. Investigate the customer account involved.
2. Request additional information from the customer if necessary.
3. Review available call detail information.
4. Coordinate with upstream service providers when appropriate.
5. Determine whether mitigation measures are required.

All investigations are documented and retained as part of the company's compliance records.

Traceback Cooperation

Redlight Solutions cooperates with lawful traceback requests and investigations involving suspected illegal robocall traffic.

Upon receipt of a traceback request, Redlight Solutions will:

- Identify the relevant customer account.
- Review available records.
- Coordinate with upstream providers when necessary.
- Respond within reasonable industry timeframes.
- Implement mitigation measures when warranted.

Redlight Solutions will cooperate with:

- USTelecom Industry Traceback Group (ITG).
- Federal Communications Commission (FCC).
- Federal and state law enforcement agencies.
- Authorized telecommunications providers.

Enforcement Actions

If Redlight Solutions determines that a customer has engaged in illegal robocalling, caller ID spoofing, or other prohibited activity, the company may take one or more of the following actions:

- Issue compliance warnings.
- Require corrective action.
- Suspend service.
- Restrict telecommunications services.
- Terminate customer accounts.

Redlight Solutions reserves the right to take immediate action when necessary to protect consumers, telecommunications networks, or regulatory compliance.

Record Retention

Redlight Solutions maintains records related to:

- Customer onboarding and verification.
- Compliance investigations.
- Complaint reviews.
- Traceback requests and responses.
- Enforcement actions.

Records are retained in accordance with applicable legal and business requirements.

Program Administration

The Compliance Officer or designated company representative is responsible for administration of this Robocall Mitigation Program.

The program is reviewed periodically and updated as necessary to address regulatory changes, emerging threats, and industry best practices.

Certification

Redlight Solutions certifies that it has implemented reasonable and effective measures to prevent the use of its services for illegal robocalls and unlawful caller ID spoofing.

Redlight Solutions further certifies that it conducts customer due diligence, investigates reports of unlawful activity, cooperates with traceback requests, and takes appropriate mitigation action when warranted.

Authorized Representative:

Name: Juan A. Lopez

Title: Owner

Date: 06/19/2026