

ROBOCALL MITIGATION PROGRAM DESCRIPTION

1. PURPOSE AND APPLICABILITY

This Robocall Mitigation Program Description is filed by **US Certified Tax, LLC** ("Company") in compliance with the Federal Communications Commission's (FCC) rules outlined in 47 C.F.R. § 64.6305.

The Company is a commercial enterprise specializing in tax relief services. The Company is not a telecommunications carrier, interconnected VoIP utility, or wholesale service provider. It originates outbound call traffic strictly to support its own business operations, client communication, and authorized marketing outreach.

2. STIR/SHAKEN IMPLEMENTATION STATUS

The Company does not own, operate, or control physical network switching infrastructure, nor does it hold independent cryptographic STIR/SHAKEN signing keys. Therefore, the Company cannot directly execute network-layer token signatures.

To ensure complete regulatory compliance, all outbound voice traffic is routed through **Commio**, an FCC-registered voice service provider. Commio handles downstream caller ID verification and executes STIR/SHAKEN protocol signing on behalf of the Company at the network layer.

3. ROBOCALL MITIGATION PROCEDURES

The Company enforces strict internal controls to ensure it never originates illegal, deceptive, or fraudulent robocalls.

- **Know Your Customer (KYC) Protocols:** The Company does not resell its outbound lines or allow third-party entities to originate traffic over its account. All calls originate exclusively from verified employees and internal agents.
- **Lead Generation and Marketing Compliance:** The Company strictly adheres to the Telephone Consumer Protection Act (TCPA). Outbound marketing and promotional campaigns are limited entirely to consumers who have provided explicit, prior written consent via verified web lead forms or corporate touchpoints.
- **Do Not Call (DNC) Maintenance:** The Company maintains an active internal Do Not Call list. Opt-out requests are processed immediately, and numbers are scrubbed regularly against the National Do Not Call Registry.

- **Traffic Monitoring:** The Company routinely audits outbound calling patterns to prevent high-volume burst traffic, short-duration spikes, or deceptive "spoofed" caller ID practices.

4. COOPERATION WITH ENFORCEMENT AND TRACEBACK

The Company is fully committed to maintaining a clean voice ecosystem. The Company pledges to cooperate entirely with the FCC, federal and state law enforcement agencies, and the industry traceback consortium (ITG). In the event of a traceback inquiry, the Company will investigate and respond fully within 24 hours of receiving the request.
