

Robocall Mitigation Program (RMP) Description

Prepared for: Call Center Options, LLC Date: 07/12/2026 FCC Registration Number (FRN): 0038654265

1. Provider Overview & STIR/SHAKEN Status

This document outlines the Robocall Mitigation Program for Call Center Options, LLC, designed to ensure our outbound dialing practices and network utilization comply with the TRACED Act and FCC 47 CFR § 64.6305 regarding the prevention of illegal robocalls.

- **Network Role:** Originating Voice Service Provider (Non-Facilities-Based)
- **STIR/SHAKEN Implementation:** Pursuant to 47 CFR § 64.6304(b), the filer is a non-facilities-based provider incapable of obtaining an SPC token. STIR/SHAKEN authentication is performed by our upstream carrier, Wiretap Telecom, LLC (OCN 733J).

2. Campaign Compliance & Consent Verification

Because Call Center Options, LLC operates as a non-facilities-based provider, our mitigation strategy heavily emphasizes strict regulatory compliance at the point of call origination.

- **TCPA Compliance:** We strictly adhere to the Telephone Consumer Protection Act (TCPA) and the Telemarketing Sales Rule (TSR). All outbound dialing campaigns require explicit prior express written consent for telemarketing calls delivered via automated dialing systems or prerecorded messages.
- **Do Not Call (DNC) Scrubbing:** Prior to launching any outbound campaign, contact lists are systematically scrubbed against the National Do Not Call Registry, applicable state-level DNC lists, and our own internal company-specific DNC lists.
- **Caller ID Integrity:** We strictly prohibit Caller ID spoofing. All outbound calls display a valid, callable telephone number assigned to or legally authorized for use by Call Center Options, LLC or our direct clients.

3. Upstream Integration & Traffic Monitoring

We work closely with our SIP trunking vendor, Wiretap Telecom, to ensure no anomalous or illegal traffic originates from our systems.

- **Traffic Analytics:** We monitor our daily call volumes, Answer Seizure Ratios (ASR), and Average Length of Call (ALOC) metrics to detect irregularities.

- Vendor Alignment: We route all outbound traffic exclusively through Wiretap Telecom, LLC, relying on their network-level analytics and STIR/SHAKEN authentication to ensure our verified traffic is properly signed and delivered to the PSTN.
- Proactive Disconnection: If an internal audit or a notification from Wiretap Telecom flags a specific campaign or user as generating high-volume, unconsented, or suspicious traffic, Call Center Options, LLC will immediately pause the campaign and investigate.

4. Traceback Cooperation

Call Center Options, LLC is fully committed to cooperating with federal efforts and our upstream carriers to identify the source of illegal robocalls.

- Rapid Response: We commit to responding to all traceback requests from the USTelecom Industry Traceback Group (ITG) or Wiretap Telecom, LLC within 24 hours of receipt.
- Record Retention: We maintain Call Detail Records (CDRs) and associated campaign consent logs for a minimum of [e.g., 6 months] to facilitate thorough traceback investigations.

5. Designated Compliance Contact

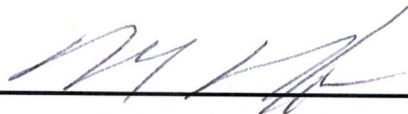
The following personnel oversees Call Center Options, LLC's Robocall Mitigation Program and acts as the primary point of contact for traceback inquiries:

Primary Traceback & RMP Contact

- Name/Title: Michael Kneppar, IT Manager
- Email: support@cchoptions.net
- Phone: 904-586-1977

Signature:

Michael Kneppar



7/12/2026