

Robocall Mitigation Plan

Economy Tech Studio LLC d/b/a ITzSolved

RMD FILING PROFILE

Voice Service Provider without an independent STIR/SHAKEN implementation obligation
Underlying hosted VoIP provider: RingLogix, LLC (RMD0002349).

Provider Profile

Legal entity	Economy Tech Studio LLC
DBA	ITzSolved
Service model	Non-facilities-based reseller of interconnected VoIP services
Underlying network/platform	RingLogix, LLC (RMD0002349)
Program objective	Prevent the origination or transit of illegal robocalls, cooperate with traceback and enforcement efforts, and maintain accurate FCC RMD information.

1. Purpose and Scope

Economy Tech Studio LLC d/b/a ITzSolved ("ITzSolved") maintains this Robocall Mitigation Plan to describe the specific, reasonable steps it uses to reduce the origination and transit of illegal robocalls through services it provides to end-user customers. The program applies to all interconnected VoIP services sold or administered by ITzSolved through its underlying hosted VoIP provider, RingLogix, LLC.

ITzSolved does not own or control the underlying switching, SIP network, or caller-ID authentication infrastructure. RingLogix provides the hosted VoIP platform and network functions, including STIR/SHAKEN authentication. ITzSolved remains responsible for customer vetting, acceptable-use enforcement, investigation of suspicious activity, traceback cooperation, and appropriate customer suspension or termination.

2. Know Your Customer and Customer Onboarding

Before activating a customer, ITzSolved applies a risk-based onboarding process designed to establish the customer's identity, legitimacy, intended use of service, and authority to use assigned telephone numbers. The onboarding record includes, as applicable:

- Legal business or customer name and any DBA used for the account.
- Federal taxpayer identification information for business customers when reasonably available or required for account verification.
- Physical service location and mailing/billing address.
- Business telephone numbers and email addresses.
- Authorized account administrator and responsible contact persons.
- Ownership or controlling-person information when needed to verify the customer or evaluate risk.
- A compliance or administrative contact capable of responding to questions concerning lawful use of calling and messaging services.
- The intended business use of the service and, when appropriate, expected calling patterns or volumes.

Caller ID and Number Control

ITzSolved provisions caller ID only for numbers assigned to the customer, ported to the customer, or otherwise verified as authorized for the customer's use. Requests to change outbound caller ID, CNAM, or number presentation are reviewed before implementation. ITzSolved does not knowingly permit deceptive caller-ID spoofing or the presentation of numbers for which the customer lacks authorization.

Contractual Controls

Customer agreements and acceptable-use terms prohibit unlawful robocalls, unlawful spoofing, fraudulent calling, harassment, and violations of the Telephone Consumer Protection Act (TCPA), Telemarketing Sales Rule (TSR), and other applicable federal or state laws. ITzSolved reserves the right to restrict, suspend, or terminate service when traffic appears unlawful, fraudulent, abusive, or inconsistent with these requirements.

3. Monitoring and Detection

RingLogix-provided analytics and network controls are used to monitor outbound voice traffic and identify suspicious activity. RingLogix has represented that it has implemented STIR/SHAKEN in its network and provides reporting and controls that can identify or block traffic involving invalid, unallocated, poor-reputation, or Do-Not-Originate caller-ID numbers. ITzSolved reviews alerts and account activity made available through the RingLogix platform and investigates credible indicators of abuse.

ITzSolved also considers the following indicators when assessing suspicious activity:

- Unexpected spikes in call volume, call attempts, destination patterns, or account activity.

- Repeated customer complaints or reports of unwanted or deceptive calling.
- Traceback requests, law-enforcement inquiries, FCC notices, or abuse reports from RingLogix.
- Use of invalid, unassigned, unallocated, or unauthorized caller-ID numbers.
- Calling behavior inconsistent with the customer's stated business purpose or ordinary usage pattern.

4. Investigation, Mitigation, and Enforcement

When ITzSolved identifies or receives credible notice of suspicious or potentially unlawful calling, it promptly reviews the affected account and available call information, coordinates with RingLogix as needed, and determines an appropriate response based on the seriousness and reliability of the information. Depending on the circumstances, ITzSolved may:

- Contact the customer and require an explanation, correction, or supporting documentation.
- Restrict the customer's ability to place certain calls or use specific caller-ID numbers.
- Temporarily suspend outbound calling while an investigation is pending.
- Terminate service when unlawful, fraudulent, or abusive activity is confirmed or continues after warning.
- Block calls or terminate service when directed by the FCC, law enforcement, a valid traceback request, RingLogix, or another authorized source.

ITzSolved does not guarantee that every suspicious call can be detected before transmission. The program is designed to apply reasonable, documented measures that materially reduce the risk that ITzSolved services are used to originate illegal robocalls.

5. Traceback Cooperation

ITzSolved commits to respond fully and within 24 hours to traceback requests from the Federal Communications Commission, law enforcement, and the registered industry traceback consortium. ITzSolved will cooperate with those entities in investigating and stopping illegal robocallers and will coordinate with RingLogix when information or network action from the underlying provider is necessary to complete the traceback or stop the traffic.

Traceback handling includes:

- Prompt review of the request and identification of the affected customer/account.
- Preservation and review of available account, provisioning, and call-detail information.
- Escalation to RingLogix when upstream network information or blocking action is required.
- Timely response to the requesting authority and documentation of the response and any mitigation action taken.

6. STIR/SHAKEN

ITzSolved is a non-facilities-based reseller of interconnected VoIP services. It does not own or control the underlying network infrastructure necessary to implement the STIR/SHAKEN caller-ID authentication framework and therefore does not independently implement STIR/SHAKEN. RingLogix, LLC (RMD0002349) provides the underlying hosted VoIP network and STIR/SHAKEN functionality for calls carried through its platform.

RMD certification position: Voice Service Provider without a STIR/SHAKEN obligation. ITzSolved relies on RingLogix for the underlying authentication function while maintaining its own robocall mitigation and traceback responsibilities.

7. Records, Oversight, and Program Review

ITzSolved maintains records reasonably necessary to administer this program, including customer onboarding information, caller-ID authorization information, abuse complaints, traceback requests and responses, investigation notes, customer warnings, restrictions, suspensions, and terminations. Access to these records is limited to personnel and service providers with a legitimate business, legal, security, or compliance need.

The company designates a responsible robocall mitigation contact and reviews this program at least annually and whenever there is a material change in FCC requirements, the RingLogix platform, the company's service model, or its mitigation practices. Personnel involved in provisioning, support, and compliance are instructed to escalate suspected illegal robocall activity promptly.

8. RMD Accuracy and Update Commitment

ITzSolved will keep its Robocall Mitigation Database filing accurate and current. When information required in the RMD changes, ITzSolved will update the filing within the time required by FCC rules. The company will also complete any periodic or annual recertification required by the FCC and will update this written plan whenever its actual mitigation practices materially change.

9. Enforcement History Statement

As of the effective date of this plan, Economy Tech Studio LLC d/b/a ITzSolved states that it has not been prohibited from filing a certification in the Robocall Mitigation Database. The company further states that neither it nor its executives or principals has a known history of enforcement findings involving illegal robocalls, unlawful spoofing, or deficient Robocall Mitigation Database certifications, except to the extent separately disclosed in its RMD filing.

Program administration: ITzSolved designates a responsible robocall mitigation contact and maintains this plan as part of its FCC compliance program. The plan is reviewed whenever actual mitigation practices or applicable requirements materially change.