



5-2800 Skymark Ave - Mississauga, ON L4W 1A2 Canada

05/01/2025

Robocall Mitigation Plan

Provider Name: MKN Group

FCC Registration Number (FRN): 0031279623

Type of Provider: Foreign-based VoIP Provider

Point of Contact: Bashar Masad, Managing Owner (email bashar.masad@mkn-group.com
Tel: 416-639-1599)

1. Company Structure

- **Principal with Management or Control:**
 - Bashar Masad – Managing Owner
 - Amar Aker – Director and Board Member (not involved in day-to-day activities)
- **Parent Company:** None
- **Subsidiaries:** None
- **Affiliates:** None

2. Robocall Mitigation Practices

a. Reasonable Steps to Avoid Illegal Robocalls

MKN Group has implemented a comprehensive robocall mitigation program designed to prevent the origination, carriage, and transmission of illegal robocall traffic. These steps include:

- Screening and verifying customer use cases prior to service activation.
- Blocking known bad traffic, such as invalid or malformed caller IDs.
- Monitoring for suspicious traffic patterns like high call volumes in short time frames.
- Enforcing terms of service that explicitly prohibit illegal robocall activity.

b. Know Your Customer (KYC) Procedures

MKN Group follows strict customer vetting procedures, including:

- Collecting business registration documentation and government-issued identification.
- Reviewing customer traffic patterns to ensure consistency with stated use cases.
- Periodic audits of customer accounts to ensure compliance with anti-robocall policies.
- Maintaining the right to immediately suspend service for violations.

c. Analytics Systems

MKN Group monitors and evaluates traffic using a combination of internal systems and third-party analytics. These systems assess:

- Call frequency, duration, and call completion ratios.
- Call spikes and call behavior that suggest robocall campaigns.
- Suspicious behavior like invalid or high-risk caller ID formats.

d. Third-Party Analytics Vendors

MKN Group employs the following third-party vendors for robocall mitigation and analytics services:

- **Bandwidth** – Provides real-time call analysis, caller ID validation, and enforcement tools.
 - **Bulk Solutions** – Offers network-level filtering and call screening to detect and mitigate suspected illegal traffic.
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3. Compliance Statement

MKN Group affirms that it has implemented a robocall mitigation program in accordance with 47 CFR § 64.6305 and related FCC guidance. The company will continue to monitor traffic and update its policies to ensure compliance with all applicable robocall mitigation requirements.