

Robocall Mitigation Plan

August 8, 2025

This Robocall Mitigation Plan (“Plan”) is submitted on behalf of CENTURY INTERACTIVE COMPANY LC, dba “Call Box” or “Car Wars” (to be referred to as Call Box). This Plan is current as of the above date and may be subject to change as necessary.

Overview of Call Box’s Service Offerings

Call Box offers a variety of analytics and tracking services to enterprise clients (primarily domestic car dealerships) that include tracking and evaluating of marketing source performance as well as recording, transcription and/or other analytics series related to dealership customer calls. Call Box’s services seek to assist its clients in optimizing operations, evaluating marketing spend, improving customer engagement and driving sales and service growth. Call Box clients are required to separately purchase voice services in order to use Call Box’s services. While Call Box believes that its offerings are information services, and thus not subject to the FCC’s robocall rules, it supports the Commission’s efforts to protect consumers and eliminate robocalls and is submitting this Plan out of an abundance of caution as it pertains to the Call Box services.

STIR/SHAKEN Implementation

As an information service provider, Call Box is not a voice service provider that originates calls, nor does it directly connect to the PSTN. All of Call Box’s clients are required to obtain voice service separately from a provider in order to use the Call Box services; such provider would be the entity responsible for STIR/SHAKEN implementation with respect to those users. Accordingly, Call Box does not have a STIR/SHAKEN implementation obligation. Call Box itself is a customer of several carrier partners, all of which are STIR/SHAKEN compliant and appear in the Robocall Mitigation Database.

Nevertheless, Call Box will continue to monitor industry and regulatory developments, including any relevant updates to the STIR/SHAKEN implementation and eligibility rules, and to the extent that Call Box’s services become subject to these rules, it will take necessary action.

Traffic Monitoring and Analysis

Call Box is closely engaged with its carrier partners and stands ready to assist with robocall mitigation, and will act promptly, to the extent possible, in the event of any reports of non-compliant activity.

Know Your Customer Policies

Before allowing a potential client to use the Call Box information service, Call Box requests supporting records to verify potential customers, which may include (as appropriate for the customer):

- copies of government issued identification;
- a federal employer identification number or business registration number;
- an active telephone number;
- type of goods or services offered;
- verification of commercial presence;
- customer’s physical address.

Traceback Commitment

To the extent Call Box plays a role in a call path and receives a traceback request, it is committed to responding fully and within twenty-four (24) hours of receipt to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperating with such entities in investigating and stopping any illegal robocallers that attempt to use Call Box's services.

Call Box Ownership Information

Call Box is a privately held Limited Liability Company registered in Texas. None of its owners or directors have been subject to any formal enforcement or regulatory actions or investigations related to illegal robocalls, spoofing, or deficiencies in mitigation programs.

Miscellaneous

Call Box recognizes that its Plan may evolve over time, particularly if the FCC's current rules change, and commits to updating this submission within ten (10) business days, or as otherwise required by the FCC, following the date of any changes to the Plan.