



100 SW Albany Ave. Suite 110
Stuart, FL 34994

Robocall Mitigation Certification Statement

To Whom It May Concern,

We implement a comprehensive robocall mitigation program designed to comply with all applicable FCC rules, orders, and industry best practices related to unlawful robocall prevention and caller ID authentication.

For outbound traffic, we utilize STIR/SHAKEN call authentication at the PBX level. All outbound calls are digitally signed using a valid service provider certificate to attest to the caller identity in accordance with the FCC STIR/SHAKEN framework requirements.

For inbound traffic, our system evaluates STIR/SHAKEN identity headers and verification results. Calls that fail authentication, lack of attestation, or present indicators of spoofing or invalid caller information may be blocked, rejected, or otherwise restricted before reaching the end user. Additional filtering is applied based on verification outcomes and call authentication results.

We actively monitor call traffic patterns and maintain detailed call records to identify anomalies or indicators of abuse. If suspicious activity is detected – including abnormal call volumes, repeated failed call attempts, or routing patterns associated with known high-risk destinations – we promptly investigate and take corrective action. Mitigation measures may include disabling call forwarding, blocking specific routes, restricting service, or suspending traffic as necessary.

Our robocall mitigation program is continuously reviewed and updated to remain aligned with evolving FCC regulations, enforcement guidance, and industry standards.

Sincerely,

A handwritten signature in black ink that reads "Josephine LoVaglio-Cullen". The signature is written in a cursive, flowing style.

Josephine LoVaglio-Cullen

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