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REVISED Robocall Mitigation Plan

February 26th, 2024

Following the requirements and rules adopted in the Sixth Caller ID Authentication Report and Order, including the additions of and revisions to 47 CFR §§ 64.6303(c), 64.6305(d), 64.6305(e), 64.6305(f) and 64.6305(g), Connectica Solutions, LLC presents its REVISED Robocall Mitigation Plan.

Connectica Solutions, LLC fully abide and commits to FCC affirmative obligations for voice service providers: (1) Respond within 24 hours, to traceback requests from the Commission, civil and criminal law enforcement, or the Industry Traceback Consortium and to cooperate with such entities in investigating and stopping illegal robocallers that originate, carry, or process illegal robocalls; (2) Take steps to effectively mitigate illegal traffic when it receives notification of such traffic from the Commission through its enforcement bureau; and (3) implement effective measures to prevent new and current customers from using its network to originate illegal calls.

Connectica Solutions, LLC is a small voice service provider (With less than 1000 lines) that is a pure reseller of other larger voice service providers (ITSPs). In this document, “we”, “us” or “our”, refers to Connectica Solutions, LLC and the services provided by it.

Connectica Solutions, LLC customers range from individual residential lines to small and medium business requiring lines and hosted PBXs.

Connectica Solutions, LLC (1) Certifies that all calls that we originate on our network are subject to a robocall mitigation program meeting the FCC requirements and confirms that any prior certification has not been removed by Commission action and has not been prohibited from filing in the Robocall Mitigation Database, and being a small service provider that only resells voice services from other voice service providers (ITSPs), it has some facilities that host the PBXs we use to serve our customers which are not sufficient to implement STIR/SHAKEN on the IP portions of our networks; (2) We have implemented a robocall mitigation plan with “reasonable steps” indicated below in this document to avoid the origination, carrying, or processing of illegal robocall traffic, and (3) For any particular requirement related to these matter, Connectica Solutions, LLC can be contacted via regular mail at 1310 Rayford Park Rd, Ste 321, Spring, TX 77386-4691, or by phone at +1 (346) 444-3555 or via e-mail to fcc@connecticasolutions.com, attention Nicolas Martinez, General Manager.

STEPS TAKEN FOR ROBOCALL MITIGATION:

- Connectica Solutions, LLC only resells services from voice service providers (ITSPs) that offer full STIR/SHAKEN implementation for its customers calls origination to USA DIDs.
- Connectica Solutions, LLC refuses traffic from any voice service provider, gateway or non-gateway intermediate provider that is not listed in the Robocall Mitigation Database.
- Connectica Solutions knows their customers by name, by keeping a direct relationship with them based on our personalized service. We perform a thorough credit check and verify the following information: legal business name (if applicable), legal form of business (if applicable), nature of the business (if applicable), federal tax ID, primary contact person, and service address.



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- All our customers, including individual or residential ones, always connect to one of our hosted PBXs where we have full control of Caller IDs (CLIDs) used. Customers can't control any of these CLIDs. We configure each of the PBX used by our customers. We control which countries they are allowed to call and CLIDs used. Our customers can't control the countries they are allowed to call nor the CLIDs used. We ensure that CLIDs used are valid and owned by each of our customers.
- We have mechanisms in place to detect improper call patterns: Working in conjunction with our voice service providers, we receive alerts of potentially illegal or fraudulent call patterns. If that happens, call origination is blocked either to USA calls or international calls (Depending on the case) for all our customers until we take action to review the situation and remove the blocking. We also have a per-customer maximum spend limit. If that maximum is limited, that customer is blocked for calls origination.
- Connectica Solutions, LLC validates their customers voice traffic and clearly prohibits the origination of any robocall traffic in our terms and conditions as clearly stated in our standard Terms and Conditions:
 - *"3.10. Use of Connectica Solutions services for robocalling, telemarketing, broadcast faxing, delivery of unauthorized or unsolicited advertising, promotional materials or solicitations is strictly prohibited. Failure to abide by these terms will result in immediate account termination. For calls to USA, we will fully abide with the Federal Communications Commission's (FCC) Robocall Mitigation rules, and we will respond to traceback requests from the Commission, civil and criminal law enforcement, or the Industry Traceback Consortium, and cooperate with such entities in investigating and stopping any illegal robocalling activities."*

Nicolas Martinez

General Manager
Connectica Solutions, LLC