

Robocall Mitigation Plan

STIR/SHAKEN Compliance & Traffic Mitigation

Provider Information

Legal Name: Connect Ya Communications, Inc.

Business Location: Rancho Cucamonga, California

Service Type: Voice Service Provider

Regulatory Contact

Richard Acosta

Chief Technical Officer

Email: richard@connectya.com

Phone: 562-366-5071

Document Version: 202602280-v1

Effective Date: Feb 28, 2026

1. Purpose

This Robocall Mitigation Plan (“RMP”) is submitted in accordance with Federal Communications Commission (FCC) requirements. It describes the policies, procedures, and technical controls implemented to prevent the origination of illegal robocalls and to ensure compliance with robocall mitigation and STIR/SHAKEN obligations.

2. Company Overview

Connect Ya Communications, Inc. is a specialized voice service provider serving small business, corporate, and enterprise customers. The company does not provide service to high-volume calling entities, robocallers, or call centers. All PBX systems that originate calls on the network are fully managed and controlled by the company.

3. Ownership Information

Connectate Ya is privately owned. Ownership and control of the company are maintained internally, and no ownership interest is held by entities engaged in high-volume or automated calling operations.

4. STIR/SHAKEN Implementation

We are STIR/SHAKEN compliant and authenticate calls in accordance with FCC rules.

- Outbound calls are signed when we have a direct authenticated relationship with the originating customer.
- Calling numbers (ANI) are validated and authorized prior to activation.
- ANI values are assigned only after ownership or right-of-use has been verified.
- Authentication results are monitored and correlated with traffic analytics.

STIR/SHAKEN is implemented as part of a layered robocall mitigation strategy.

5. Know Your Customer (KYC)

We maintain strict Know Your Customer procedures, including:

- Verification of customer identity and legitimacy
- Review of intended service use
- Validation of expected traffic patterns
- Ongoing monitoring for deviations from approved behavior

Customers presenting elevated robocall risk are denied service.

6. Know Your Upstream Providers

We maintain knowledge of all upstream voice service providers that deliver traffic to or receive traffic from our network. We monitor inbound traffic from upstream providers and investigate any suspicious or anomalous calling behavior. If illegal traffic is identified, we take appropriate mitigation actions and coordinate with upstream providers as necessary.

7. Traffic Monitoring & Call Analytics

We continuously monitor network traffic using internal analytics and manual review.

Metrics monitored include:

- Call Attempts per Second (CPS)
- Answer-Seizure Ratio (ASR)
- Average Call Duration (ACD)
- Call Detail Records (CDRs)
- Live call sampling

Our analytics detect indicators such as sequential dialing, excessive short-duration or zero-duration calls, and calls to invalid numbers. Anomalies are investigated immediately.

8. Action Procedures

When suspicious or illegal robocalling activity is identified:

1. The customer is immediately notified and a ticket is opened.
 2. Offending traffic is blocked by number, IP address, and/or trunk group.
 3. Enhanced monitoring is applied for a minimum of seventy-two (72) hours after remediation.
-

9. Acceptable Use Policy

Our Acceptable Use Policy prohibits:

- Fraudulent or scam calls
- Robocalls or automated dialing
- Short-duration or zero-duration calls
- Traffic violating applicable law

Additional controls include:

- Maximum of five (5) CPS per customer
- ANI ownership and LERG conformance requirements
- Only pre-authorized ANI values may originate calls

10. Third-Party Vendors

We do **not** use third-party robocall mitigation or call analytics vendors. All monitoring and enforcement functions are performed internally.

11. Regulatory Cooperation

We respond to all traceback requests from the FCC, law enforcement agencies, and the registered traceback consortium within twenty-four (24) hours and fully cooperate in all investigations.

12. Certification

I certify that the information contained in this Robocall Mitigation Plan is true, accurate, and that we comply with the practices described herein.

Certifying Officer: *Richard Acosta*

Title: *CTO*

Date: Feb 28 2026