

ChickenTec LLC, DBA Creative Tech Solutions Robocall Mitigation Program Description

1. Overview ChickenTec LLC, DBA Creative Tech Solutions, is an originating service provider committed to preventing the origination and transmission of illegal robocall traffic. We ensure that all calls originating from our network comply with FCC requirements and are subjected to a rigorous robocall mitigation program.

2. Customer Vetting

- We restrict our services to local customers who are also subscribed to our managed IT services, ensuring greater oversight and control over their systems.
- During onboarding, we verify the business practices of all new customers, including confirming ownership of phone numbers used within their systems.
- Call usage patterns are continuously monitored to ensure compliance with legitimate business operations, and any suspicious activity is promptly investigated.

3. Call Analytics Systems

- Call analytics are handled through systems provided by Bandwidth and Sangoma FreePBX. These systems are configured to:
 - Analyze call traffic for any signs of illegitimate activity.
 - Prevent unauthorized calls by verifying caller IDs against authenticated and approved lists.
- Sangoma FreePBX is used as part of our PBX solutions, which we configure and manage to ensure robust security measures are in place.

4. Upstream Provider Procedures

- Our upstream provider, Bandwidth, maintains full compliance with STIR/SHAKEN standards and FCC robocall mitigation requirements.
- We actively verify Bandwidth's adherence to these standards and ensure their certifications are up-to-date.

5. STIR/SHAKEN Implementation

- ChickenTec LLC, DBA Creative Tech Solutions, has fully implemented the STIR/SHAKEN framework on all Internet Protocol (IP) portions of our network in collaboration with Bandwidth.
- Caller ID information is passed directly to Bandwidth, ensuring that only verified and legitimate calls are transmitted.

6. Ongoing Monitoring and Mitigation

- All calls are verified through our systems to ensure they originate from legitimate caller IDs that are owned by our customers.



- We manage and configure our customers' PBX systems to ensure compliance with security best practices and to prevent unauthorized usage.
- Regular reviews and updates are conducted to maintain the integrity of our systems and prevent illegal robocall traffic.

7. Contact Information

- Responsible Party: Vitaliy Makovey
- Title: Founder and CEO
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8. Traceback Request Compliance ChickenTec LLC, DBA Creative Tech Solutions, commits to responding to traceback requests within 24 hours and providing full cooperation to regulatory authorities in investigating illegal robocall activity.