



Sun Tech Solutions, Inc
1201 International Pkwy Ste 180
Richardson, TX 75081

Call or Text us @
469-277-2000

SUN TECH SOLUTIONS INC
DBA DFW BUSINESS PHONE SYSTEMS
ROBOCALL MITIGATION PLAN

Below is the Robocall Mitigation Plan filing for Sun Tech Solutions Inc. Sun Tech Solutions has implemented STIR/SHAKEN on all our network, and remain committed to STIR/SHAKEN regulation. We certify that all calls that originated on our network are subject to a robocall mitigation program. We certify Sun Tech Solutions or any affiliated entity has not been subject to a Commission or other law enforcement agency action or investigation in the prior two years due to suspected involvement with illegal robocalling or spoofing, or due to a deficiency in its RMD certification.

This plan will be submitted to the FCC's Robocall Mitigation Database and will be adapted to adjust to the latest laws, regulations, and industry best practices.

Know Your Customer

New customers are required to provide the following company information:

- Company name
- Business address
- Federal EIN
- Business activities
- Authorized person including name, phone number and email
- How they plan to use the phones
- Certification that they will not use our services for robocall.

All new customer applications are manually reviewed and then approved to ensure they are engaging in legal activities.

We also conduct a site visit to every business to ensure they are conducting legal business activities.

Know Your Upstream Carrier



Sun Tech Solutions works with reputable upstream carriers to verify that they are compliant with robocall mitigation requirements.

We conduct upstream carrier reviews every quarter to ensure all upstream carriers are listed as compliant FCC Robocall Mitigation Database.

Traffic Monitoring

Sun Tech Solutions Inc has monitoring and reporting systems in place to analyze voice network traffic to identify patterns consistent with robocalls.

Our monitoring systems provide alerts on calling patterns with unusual spikes, traffic patterns, or attempted use of non-validated Telephone Number to detect patterns consistent with illegal robocalls.

We support a real time query to service to determine if a number originating on your network could be a robocall. For each suspected instance of robocalling, we receive an alert in near real time. This alert will result in us manually blocking the service until further review.

Specifically, we manually review following criteria to identify possible robocalls:

- Calls per minutes
- Calls per day
- Call date/time inconsistent with buyer's business profile
- Referencing of call history logs and patterns
- Outbound concurrency limits on all channels to monitor for fraud and suspicious activity
- Number of answered outgoing calls that have a short duration
- Number of answered outbound calls to the total number of outbound call attempts ratio
- Are those random numbers or current existing customers numbers
- Verification of that the calls are coming from a valid IP



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- When an alert is received, our engineering staff immediately reviews such an alert manually
- If customers end points are registering from a VPN or an overseas IP, a personal call is made the customer's authorized person to understand the business rationale to use a VPN or overseas IP

Robocall Device

Sun Tech Solutions Inc does not provide robocall devices to any customers.

Caller ID Spoofing

Sun Tech Solutions Inc will provision the outgoing caller ID only if the customer owns the phone number.

Termination of Services

If the platform detects a suspected robocalling patterns, Sun Tech Solutions Inc will take appropriate action which may include suspending or terminating the subscriber.

Such calls can be blocked, or the terminating party can be notified via CNAM.

Traceback Cooperation

Sun Tech Solutions retains CDR data for at least 3 years.

Sun Tech Solutions Inc is fully committed to responding traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG) in 24 hours.