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May 16 th, 2022

Federal Communications Commission
45 L Street NE
Washington, DC 20554

Subject: Prof-IT SAS Illegal Robocall Mitigation Steps

Best regards,

As we have received the news about the new STIR/SHAKEN technology and policy, and to help mitigate any illegal robocalls that may have an origin in our network, we immediately did the following steps in such direction:

- Notify all our customers by email of the new requirements to call the USA.
- Notify by phone and or Whatsapp current customers who know that are currently calling the USA about the new requirements to call the USA.
- Restricting all customers to use US caller ID unless authorized.
- All accounts found using a Caller ID that belongs to a private or public company were suspended, and their owners were requested to verify their authenticity.

On March 29th, 2022, we sent a Memorandum to all customers who have not verified their caller ID further explaining the STIR/SHAKEN technology and policy. A copy of that Memorandum is attached at the end of this letter.

Starting April 8th, 2022, we implemented additional measures to prevent the robocalls, as follows:

- All new accounts are being created without the ability to call the USA. Also, we denied the ability to phone the USA to all accounts that have not verified their Caller ID.
- All customers now have to request access to the phone routes to call the USA and verify the caller ID that they will use or else cannot do it.
- All caller ID, regardless from the USA or any other country, must be verified by an automatic call requested by the customer from our system to such a phone number. Then, the system generates a random One-Time Password that the customer hears and must provide back to the system.

After this process is successful, the Caller ID is verified and can be used to call the USA.

We have noticed a decline in the number of customers trying to call the USA. But, we are confident that this will not harm our business but allow us to grow consistently with better customers of long-term relationships.

We are fully committed to mitigating any current or future use of robocalls from our network. Please, let us know if we can do something else to help alleviate this practice.

Since rely,

David Bohórquez Tovar
Legal Representative
Profesionales en Ingeniería y TIC S.A.S.



MEMORANDO

A todos nuestros clientes

Estimados clientes, cordial saludo:

La FCC (Federal Communications Commission), organización Federal de los Estados Unidos de América encargada de regular las comunicaciones interstatales e internacionales en dicho país (<https://www.fcc.gov/about/overview>), viene implementando una serie de políticas para combatir las llamadas no autorizadas, Robocall y/o de diferentes tipos de fraude telefónico.

Para mayor información sobre Robocalls y las políticas implementadas por favor referase a los siguientes vínculos web: <https://www.fcc.gov/call-authentication>, <https://www.fcc.gov/spoofing>, <https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts>. En general todo el sitio web de la FCC contiene información sobre el tema.

Prof-IT como proveedor de comunicaciones hacia los Estados Unidos de América está también en la obligación de implementar medidas para cumplir con las políticas establecidas por la FCC y cualquier otra ley, norma, regulación, etc., que exija o requiera de cualquier manera el gobierno estadounidense.

De manera que, desde el 2021 Prof-IT viene revisando, supervisando y recibiendo reportes de prácticas en contra de las políticas de la FCC. En este sentido, las siguientes acciones vienen siendo implementadas por Prof-IT o sus clientes a fin de usar el servicio:

- Usar un identificador de llamada válido y propio, o presentar autorización de su propietario para usarlo.
- Cumplir con las políticas requeridas por la FCC para llamar a Estados Unidos de América.
- No realizar ningún tipo de Robocalls o llamadas no solicitadas por sus destinatarios.
- Toda cuenta sospechosa de incumplir con estas prácticas o políticas será bloqueada (suspendida) sin previo aviso y sin ninguna garantía de devolución de dinero.
- Las cuentas pueden ser habilitadas nuevamente si el cliente presenta evidencia legítima de estar autorizado para usar el identificador de llamada reportado o bloqueado.



- Prof-IT puede proveer números de teléfono de Estados Unidos de América a sus clientes si estos no cuentan con uno.

Agradecemos a todos nuestros clientes de antemano su colaboración y ayuda para cumplir con los requisitos legales a los cuales Prof-IT está comprometido y por aportar a minimizar el fraude y las llamadas no deseadas.

Si usted tiene preguntas o inquietudes sobre este tema por favor pongase en contacto con Prof-IT a través de cualquiera de nuestras líneas o correos electrónicos.

Atentamente.

David Bohórquez Tovar
Representante Legal
Prof-IT S.A.S.

Bogotá D.C., March, 2022

MEMORANDUM

To all our customers

Dear clients, best regards:

The FCC (Federal Communications Commission), a Federal organization in the United States of America that regulates interstate and international communications in that country (<https://www.fcc.gov/about/overview>), has been implementing a series of policies to mitigate non-authorized calls, Robocalls, and/or other kinds of telephone fraud.

For more information about Robocalls and the policies implemented please refer to the following web links: <https://www.fcc.gov/call-authentication>, <https://www.fcc.gov/spoofing>, <https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts>. In general, all the FCC website contains information about the topic.

Prof-IT, as a communications provider to the United States of America, is also under the obligation to implement measures to fulfill the policies established by the FCC and any other law, norm, regulation, etc., that it's requested or required in any way by US government.

In that sense, since 2021, Prof-IT has been following, supervising, and attending to claims of practices against the FCC policies. Then, corresponding to these, the following actions are being implemented by Prof-IT and their customers to use the service:

- Make use of a valid and owned Caller ID or certify authorization of their owner to use it.
- Fulfill the policies required by the FCC to call to the United States of America.
- Do not make any kind of Robocalls or non requested by the callee calls.
- Any account suspicious of not fulfill with such policies or practices will be blocked (suspended) without prior notice and without any money-back guarantee.
- The blocked accounts may be enabled back if the customer demonstrates legal evidence to be authorized to use the reported or blocked Caller ID.
- Prof-IT can provide valid phone numbers from the United States of America to their customers if they don't have one.



We appreciate all our customers beforehand for their collaboration and help to fulfill all the legal requirements to which Prof-IT is committed and for their cooperation to minimize fraud and unwanted calls.

If you have any questions or concerns about this topic, please get in touch with Prof-IT at any of our phone lines or electronic mail addresses.

Sincerely.

David Bohórquez Tovar
Legal Representative