



Ref#: VOIP –X1

Robocall Mitigation Program Details

Company Name: CRONOMAGIC CANADA INC
FCC Registration Number (FRN): 0033303272

Date of Submission: 02/15/2025

1. Introduction

Cronomagic Canada inc is committed to combating illegal robocalls and ensuring the integrity of our communications network. Our Robocall Mitigation Program is designed to prevent the origination of illegal robocalls and comply with the Federal Communications Commission (FCC) requirements under the TRACED Act.

2. Robocall Mitigation Practices

We employ the following practices to detect and prevent the origination of illegal robocalls:

- **Caller ID Authentication:** We utilize STIR/SHAKEN protocols where technically feasible to authenticate caller ID information.
- **Traffic Monitoring and Analysis:** Real-time monitoring of voice traffic is conducted to identify patterns indicative of robocalls, such as high call volumes with short durations.
- **Call Blocking and Filtering:** Calls identified as likely robocalls are blocked or flagged for additional verification.
- **Know Your Customer (KYC) Policies:** We verify the identity of our customers before enabling voice services to ensure legitimacy.

3. Detection and Investigation of Suspicious Calls

Our systems automatically flag suspicious call patterns, which are then reviewed by our security team. Investigations include:

- Analyzing call metadata for anomalies.
- Verifying the customer's call behavior history.
- Coordinating with upstream and downstream carriers to trace the call origin.



4. Mitigation and Remediation Measures

Upon detecting illegal robocall activity, we:

- Immediately block the suspicious traffic.
- Pull and save all call log records for investigation
- Notify the customer and request an explanation.
- Suspend or terminate service if illegal activity is confirmed.
- Report the incident to the FCC and relevant law enforcement agencies in United States and Canada.

5. STIR/SHAKEN Implementation

[Your Company Name] has implemented STIR/SHAKEN on [all/some] IP-based voice networks. For legacy networks where STIR/SHAKEN is not feasible, we employ alternative robocall mitigation practices outlined above.

6. Compliance and Reporting

We maintain detailed records of detected and mitigated robocall incidents. Regular audits are conducted to ensure the effectiveness of our mitigation strategies. Where applicable we may submit required reports to the FCC, demonstrating compliance with robocall mitigation obligations.

7. Employee Training and Awareness

All employees involved in voice services receive regular training on:

- Identifying and handling illegal robocall activities.
- Compliance requirements under the TRACED Act.
- Proper usage and maintenance of mitigation tools.
- Allow employees to run some live tests
- Where applicable use third parties for training



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8. Contact Information for Reporting and Inquiries

For any questions or reports related to robocall mitigation, please contact:

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9. Conclusion

Cronomagic Canada Inc is dedicated to protecting consumers from illegal robocalls and maintaining the integrity of telecommunications. Our Robocall Mitigation Program is continuously reviewed and updated to stay ahead of emerging threats and regulatory requirements.

Signature:

Frank Torontour

Frank Torontour
Network Admin
CRONOMAGIC CANADA INC.

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