



Robocall Mitigation Plan

Company Name: Hexzap Solutions

Company Address 539 W. Commerce St #5705 Dallas TX 75208

Company Phone #: - 945-295-0010

Pursuant to 47 C.F.R. § 64.6305, Hexzap Solutions submits this report on its implementation of the STIR/SHAKEN call authentication framework and its plan to prevent and mitigate illegal robocalls. This report describes the status of its implementation of STIR/SHAKEN and the practices and procedures has in place to mitigate illegal robocalls as of June 30, 2021. Hexzap Solutions may modify, add, delete or otherwise alter any of the policies and procedures described in the plan at any time in order to respond to changes in its business, its capabilities and its needs.

As of June 30, 2021, Hexzap Solutions has a mix of TDM and SIP traffic on its network. The current status of

its STIR/SHAKEN implementation is:

- ☒ My traffic is fully attested.
- ☐ My traffic is partially attested.
- ☐ None of my traffic is attested yet

Hexzap Solutions has fewer than 100,000 subscribers and is therefore eligible for the STIR/SHAKEN implementation exemption for small carriers under 47 CFR § 64.6304. The company requires this extension to complete the implementation of the STIR/SHAKEN technology. Hexzap Solutions is judiciously working to prevent unlawful robocalls from originating on its network while in the process of installing the new STIR/SHAKEN authentication architecture. In the meantime, Hexzap Solutions has implemented the following robocall mitigation plan to address unlawful robocall traffic:

Hexzap Solutions has enforceable terms of use and/or an acceptable use policies noted in its contracts. These policies define the circumstances by which the company will deny, suspend, or terminate service to a customer. Prior to installing services for new customers, the company takes the following measures to weed out end users that could potentially generate robocall traffic

The Company confirms the following information for its customers:

- Customer's identity
- Customer's right to use the telephone number presented on calls
- Service Address

- Credit History

When the customer is a business, Hexzap Solutions also requires Business Incorporation Documents and verifies they have a reputation as a valid business that abides by the law.

Hexzap Solutions has established methods and procedures to monitor its network and detect / prevent fraudulent activity. The company uses call authentication, call labeling, and call blocking services to protect its networks and consumers from harmful calls. It also uses software to monitor its network's daily usage and has established methods and procedures in place to address issues as soon as they are identified.

Hexzap Solutions will comply fully with all conditions set forth in the FCC'S 2020 Report and Order mandating the implementation of the STIR/SHAKEN framework, as well as with the Commission's rules and policies more generally.

Hexzap Solutions has designated an individual as a dedicated point of contact for addressing traceback requests. It either has provided the ITG with the contact information and business hours for those individuals, or will do so upon receipt of the first request from the ITG. See <https://www.ustelecom.org/the-industry-rollback-group-itg/for-providers/>. Hexzap Solutions will respond promptly to inquiries from the Industry Rollback Group (ITG).

Hexzap Solutions If a pattern of questionable activity is detected Hexzap Solutions will require its customer to remedy the problem and, if effective action is not taken, service to the customer may be suspended and/or terminated. Requests from the ITG must be submitted in writing and include the following information:

Company Name:
Company Address:
Requestor's Name:
Requestor's Title:
Requestor's phone number:
Requestor's e-mail:

Hexzap Solutions will cooperate with state and federal regulators to prevent any and all illegal robocalls. Requests from the valid agency must be submitted in writing and include the following information:

Law Enforcement Agency Name:
Agency Address:
Requestor's Name:
Requestor's Title:
Requestor's phone number:
Requestor's e-mail:

Hexzap Solutions will provide valid law enforcement and regulatory agencies with the relevant non- proprietary information in response to reasonable and legitimate requests about

illegal robocalls and suspicious activities, and implement mandated robocall mitigation procedures to the fullest extent possible with the goal of maximizing the mitigation of illegal robocalls.