

Cismycro Business Solutions LLC

Cismycro Business Solutions LLC Robocall Mitigation Compliance with TRACED Act

Cismycro Business Solutions LLC is committed to cooperating with the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium in investigating and stopping any illegal robo callers that it learns are using our service to originate calls or transit calls into the United States and territories. The Company has fully implemented STIR/SHAKEN.

This document outlines the steps and actions taken by Cismycro Business Solutions LLC to mitigate and eliminate illegal robocalling. Cismycro Business Solutions LLC is committed to actively addressing illegal robocalls by pre-qualifying prospective customers, monitoring existing customer traffic for patterns indicative of prohibited robocalling, and collaborating with other providers and regulatory agencies to combat fraudulent voice activity.

Cismycro Business Solutions LLC offers interconnected Voice over Internet Protocol (VoIP) services. All telecom services are provided on a resale-only basis, meaning Cismycro Business Solutions LLC relies on its underlying provider to assist with network monitoring for fraudulent voice activity. Our primary VoIP provider is Skyswitch.

Know Your Underlying Provider

Cismycro Business Solutions LLC has a service agreement with Skyswitch. We have received written assurances from this provider that they will continue to comply with the FCC's STIR/SHAKEN and robocall mitigation rules when providing voice services to Cismycro Business Solutions LLC. Additionally, Cismycro Business Solutions LLC and its upstream provider have committed to working together to mitigate illegal robocalls and will cooperate fully with traceback requests as part of the effort to prevent fraudulent activity.

Know Your Customer

To better understand potential customers' business models and assess the risk of involvement in fraudulent robocalling schemes, Cismycro Business Solutions LLC conducts screening interviews. We take steps to verify the following information: business address, business owner's name, and the nature of the business.

Cismycro Business Solutions LLC will not activate any customer accounts that provide anonymous information or where data inconsistencies are found. Additionally, all prospective customers must agree to our strict policies and contractual terms that prohibit fraudulent voice activity as a condition of doing business with us. Any individual or company with a history of improper conduct or involvement in fraudulent robocalling will be denied service, and existing relationships may be terminated if necessary.

*Cismycro Business Solutions LLC
11516 146th St Jamaica NY 11436
Tel. 718 874 9520 Cell 347 255 9208
jbachan@cismycro.com
Voice, Video & Data Solutions.*

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Traceback Requests

Cismicro Business Solutions LLC is committed to responding fully to all traceback requests from the FCC, law enforcement agencies, and the industry traceback consortium within 24 hours. We will cooperate with these agencies to investigate and stop any illegal robo callers using our services. Sufficient resources will be dedicated to providing prompt and comprehensive information for traceback requests. Our primary contact for handling traceback requests is:

Jeetindra Bachan

President/Operations Manager

Cismicro Business Solutions LLC

11516 146th Street

Jamaica NY 11436

Tel. 718 874 9520 x 101

Email: jbachan@cismicro.com

Cismicro Business Solutions LLC has two upstream providers from which it receives voice traffic:

1. PayG LLC dba SkySwitch
Arborcrest 1, 751 Arbor Way
Suite 150
Blue Bell, PA 19422
Phone: 747.777.8100
Email: support@skyswitch.com

2. CoreDial LLC
Arborcrest 1, 751 Arbor Way
Suite 150
Blue Bell, PA 19422
Phone: 215.297.4400
Email: cdsupport@skyswitch.com

The Company reserves the right to refuse traffic from any party at any time where robocalling or use of originating numbers that are not valid or they are not authorized to use has occurred or is suspected. The Company is able to block the originating number(s), terminating numbers(s), trunk(s) or customer, including termination of customer relationship to prevent robocalling, invalid originating number or spoofed origination number transiting the Company's networks.

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