

Robocall Mitigation Program Description

Company Name: Falcon Cruz LLC DBA CambiaTec

Service Provided: Software Service (3CX)

Date: May 28, 2024

Robocall Mitigation Program Overview

Our company provides a software service (3CX) and relies on an external trunk provider for voice call termination. As we cannot implement the STIR/SHAKEN framework directly, we have established a comprehensive robocall mitigation program consistent with 47 CFR § 64.6305(a).

Mitigation Measures:

1. Call Authentication and Monitoring:

- a. All outgoing calls are monitored for patterns indicative of illegal robocalls. This includes analysis of call volume, frequency, and destination.
- b. Suspicious call patterns trigger an immediate review and investigation by our team.

2. Compliance with Regulatory Requirements:

- a. Our robocall mitigation program aligns with the guidelines set forth in 47 CFR § 64.6305(a).
- b. We commit to responding fully and within 24 hours to any traceback requests from the FCC, law enforcement, and the industry traceback consortium.

3. Prevention of Illegal Robocalls:

- a. We have implemented technical measures to block known sources of illegal robocalls.
- b. Regular updates are made to our system to adapt to new robocall tactics and methods.

4. Collaboration and Cooperation:

- a. We cooperate fully with law enforcement and industry entities in tracing and identifying sources of illegal robocalls.

- b. Our team is available to assist with investigations and provide necessary data and information.

5. Customer and Network Protection:

- a. We educate our customers on identifying and reporting illegal robocalls.
- b. Continuous monitoring of our network ensures immediate action can be taken to mitigate potential threats.

Certification and Compliance:

We certify that:

- All calls originating on our network are subject to the robocall mitigation program.
- Any prior certification has not been removed by Commission action.
- We have not been prohibited from filing in the Robocall Mitigation Database by the Commission.
- We have not implemented the STIR/SHAKEN authentication framework on any portion of our network because we rely on our trunk provider for this implementation.

Contact Information:

For any inquiries or further information, please contact:

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