

***Robo Call Mitigation Program***  
**Markcom Telecom**

**Prepared By:**  
Interconnection Managment

**To:**  
FCC Robocall Mitigation Database Application

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1st Review



## 1.0 INTRODUCTION

### 1.1 PURPOSE

The purpose of this document is to outline the Robocall Mitigation Program implemented by Markcom Telecom in compliance with the Federal Communications Commission (FCC) regulations to combat unlawful robocalls and enhance call authentication.

### 1.2 SCOPE

This document details the measures and procedures adopted to prevent, detect, and mitigate illegal robocalls, ensuring the integrity and trust of our telecommunications network.

## 2.0 COMPANY OVERVIEW

**Name:** Markcom Telecom

**Address:** Av. Antea 1032-902 Torre Capita, Querétaro, Querétaro 76100, México

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**FCC Registration Number:** 0035574037

Markcom Telecom is a Cloud-based Telecommunications Service Provider. These services include:

- Local and international IP telephony
- International DID numbering services
- Cloud-based switchboard and contact center platform
- Unified communications services integration
- Video conferencing and online meeting services

Additionally, we provide infrastructure services such as:

- Private cloud infrastructure
- Virtual Private Servers (VPS)
- Dedicated servers
- Storage"

As part of our services, we provide call termination and origination services to/from US destinations to our B2B customers and end users.

## 3.0 ROBOCALL MITIGATION PROGRAM

### 3.1 CALL AUTHENTICATION FRAMEWORK

Markcom Telecom has implemented the STIR/SHAKEN framework across our network to authenticate and verify caller identities. This implementation is only used for customers with call service to US destinations. This covers :

**Signing:** All outbound calls to US destinations are signed with our digital certificates to ensure caller ID authenticity. This signature is performed between our interconnection switches and our customers end points.

### 3.2 NETWORK MONITORING AND ANALYSIS

Continuous monitoring and analysis of call patterns are conducted to identify and mitigate suspicious activities. This includes:

- Real-time analytics to detect abnormal calling patterns.
- Use of algorithms to flag potential robocalls.
- We manage our customer's origination endpoints, so we apply rules to avoid non compliance traffic.



## **4.0 MITIGATION STRATEGIES**

### **4.1 IMMEDIATE BLOCKING**

Illegal robocalls identified through our monitoring systems are immediately blocked from our network.

### **4.2 CALL TRACEBACK**

Since we manage all the origination endpoints we know who is the illegal calls originator and how is the traffic being generated.

### **4.3 COLLABORATION WITH LAW ENFORCEMENT**

As part of our corporate policies, we are always open for cooperation with law enforcement agencies to provide information and support in investigating and prosecuting robocallers.

## **5.0 COMPLIANCE AND REPORTING**

### **5.1 REPORTING**

Our traffic analytics and help desk systems have the ability to generate real time reports that we may provide as requested to authorities. This may include:

- Number of suspected robocalls detected.
- Actions taken against detected robocalls.
- Updates on the effectiveness of the mitigation measures.

## **6.0 CONCLUSION**

Markcom Telecom is committed to combating unlawful robocalls and protecting our customers from fraudulent activities. Our comprehensive ensures adherence to FCC guidelines and maintains the integrity of our telecommunications network, even we are not a US based company.