

Fonia Telecom Robocall Mitigation Plan

Company Information:

- **Company Name:** Fonia Telecom
- **Address:** Av. Carrilet ED D Barcelona Spain 080015
- **Contact Person:** Carlos Presa
- **Title:** CTO
- **Phone Number:** +34 93 595 57 80
- **Email Address:** carlos.presa@fonia.ai

Robocall Mitigation Plan:

1. Overview: Fonia Telecom is committed to combating illegal robocalls and protecting our customers from fraudulent and unwanted communications. As part of our ongoing efforts, we have developed and implemented a comprehensive robocall mitigation plan that complies with the requirements set forth by the FCC.

2. Call Authentication and Verification: Fonia Telecom has implemented STIR/SHAKEN (Secure Telephone Identity Revisited/Signature-based Handling of Asserted information using toKENs) protocol across our network to authenticate and verify caller identity for IP-based calls. For non-IP-based calls, we use alternative methods to ensure the integrity of caller information.

3. Monitoring and Analytics: We utilize advanced analytics and monitoring tools to detect and prevent robocalls. This includes real-time monitoring of call patterns, volumes, and behaviors to identify and block suspicious activity. Our systems are regularly updated to adapt to new robocall techniques.

4. Customer Education and Support: We provide our customers with educational resources to help them recognize and report illegal robocalls. Our customer support team is trained to assist with robocall-related issues and provide guidance on how to protect against fraudulent calls.

5. Reporting and Compliance: Fonia Telecom maintains detailed records of our robocall mitigation efforts and regularly reports our compliance status to the FCC. We promptly investigate and address any reported issues related to robocalls and cooperate fully with regulatory authorities in their enforcement actions.

6. Third-Party Vendor Management: We require all third-party vendors and partners to comply with our robocall mitigation policies and procedures. Contracts with third parties include provisions for adherence to robocall mitigation standards and protocols.

Certification: I certify that Fonia Telecom has fully implemented the above robocall mitigation plan and is in compliance with the FCC's rules and regulations regarding the prevention of illegal robocalls.

Signature:

Carlos Presa

Fonia Telecom

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