



ROBOCALL MITIGATION PROGRAM DESCRIPTION FOR UNIFIED GLOBAL SOLUTION CORP.

1. Introduction

Unified Global Solution Corp. (UGS) uses the **3CX** platform to manage voice and telecommunications across our network. Although we have not implemented the STIR/SHAKEN framework in our network, we have developed a comprehensive robocall mitigation program in compliance with the FCC regulations under **47 CFR § 64.6305(a)**. Our goal is to prevent the generation and transmission of illegal robocalls, ensuring a secure and reliable network for our clients.

2. Robocall Mitigation Policy

UGS takes proactive measures to prevent illegal robocall traffic through the following policies and procedures:

- **Call Traffic Monitoring and Filtering:**
We use **3CX's** call management capabilities to monitor anomalous traffic patterns that may indicate the presence of illegal robocalls. Our IT team regularly reviews call traffic to identify and block potential sources of robocalls.
- **Blocking Suspicious Numbers:**
We have configured rules within **3CX** to block suspicious phone numbers known to engage in illegal robocalling. We regularly update our block lists based on industry reports and law enforcement recommendations.
- **Customer Authentication:**
We verify the legitimacy of our customers before providing telecommunication services to ensure that malicious actors do not use our infrastructure to initiate robocalls.

3. Response to Traceback Requests

UGS is committed to **responding to all traceback requests** from the FCC, law enforcement, or the industry traceback consortium within **24 hours**. Our technical team is prepared to cooperate with these entities in investigating any suspicious traffic originating from our network.

We use **3CX** to trace the origins of calls on our network, enabling us to quickly identify any potential incidents related to illegal robocalls.

4. Cooperation with Authorities

UGS is fully committed to cooperating with the **FCC, law enforcement agencies, and the industry traceback consortium** in the investigation of any robocall-related activity. We provide all necessary



information to help identify the origin of fraudulent calls and take immediate action to stop any suspicious activity.

5. Technical and Security Measures

Although our **3CX** communications platform does not natively integrate with STIR/SHAKEN, we have implemented the following technical measures to mitigate the risk of illegal robocalls:

- **Real-Time Monitoring:**
3CX allows real-time monitoring of active calls, which helps us identify unusual call patterns that may be related to robocalls.
- **Limitation of High-Risk Traffic:**
We have implemented policies to limit certain types of high-risk calls, such as unauthorized international calls or numbers with a known history of robocall use.
- **Regular Security Updates:**
We ensure that the **3CX** platform is kept up to date with the latest security patches and improvements to minimize vulnerabilities that could be exploited by malicious actors.

6. Continuous Improvement

UGS regularly reviews its robocall mitigation program to ensure that our policies and procedures remain up-to-date with industry best practices and regulatory guidelines. We assess new technologies and authentication methods that we may implement in the future to improve our ability to prevent robocall traffic.

Closing Statement

With this robocall mitigation program, Unified Global Solution Corp. is committed to preventing illegal robocall traffic and protecting the telecommunications network we provide to our clients.