

Connectiq LLC Robocall Mitigation Plan

Address: 1630 30th St, Boulder, CO 80301

Effective Date: 22 Nov 2024

I. Objective and Scope

The primary goal of Connectiq LLC's Robocall Mitigation Plan is to comply with the Federal Communications Commission (FCC) requirements to prevent the origination of illegal robocalls. Connectiq LLC is committed to implementing robust measures, including monitoring traffic, ensuring compliance with STIR/SHAKEN standards, and cooperating with industry traceback efforts.

This plan applies to all services provided by Connectiq LLC as an originating, intermediate, or gateway provider.

II. Current Status and Steps for Compliance

Connectiq LLC is a newly formed company and is currently in the process of obtaining an OCN (Operating Company Number) to implement the STIR/SHAKEN framework. Until this process is complete, the company will enforce alternative mitigation measures to prevent illegal robocalls.

III. Robocall Mitigation Procedures

A. Acceptable Use Policy (AUP)

Connectiq LLC has implemented an Acceptable Use Policy (AUP) to inform customers about prohibited activities, including:

- Use of services for illegal robocalls or fraudulent activities.
- Caller ID spoofing or other deceptive practices.
- Reselling or rebilling services without authorization.

Customers found in violation of these policies will have their services suspended or terminated immediately.

B. Know Your Customer (KYC) Protocols

To minimize the risk of illegal robocalls, Connectiq LLC enforces a rigorous KYC process:

- **Individual Customers:** Verification of identity through government-issued photo ID and proof of address.
- **Business Customers:** Verification of business credentials, including incorporation certificates, tax IDs, and confirmation of operational legitimacy through checks of physical address and online presence.

C. Contractual Terms

All customer contracts include clauses that prohibit illegal robocall activity, including but not limited to:

- Caller ID spoofing.
- Robocalling without explicit consent.
- Violation of federal or local regulations.

The agreements grant Connectiq LLC the right to suspend services upon discovering policy violations.

IV. Monitoring and Traffic Analysis

A. Monitoring Tools

Connectiq LLC employs monitoring systems to detect suspicious traffic patterns, such as:

- High call volumes with short durations.
- Abnormally high answer/seizure ratios (ASRs).
- Calls originating from or terminating to known fraudulent or blacklisted destinations.

B. Fraud Detection and Alerts

Any anomalies detected by our systems trigger immediate alerts, which are reviewed by our fraud management team. This team works 24/7 to investigate potential cases of illegal activity.

C. Suspension of Services

If illegal robocalls are identified, Connectiq LLC will suspend services for the affected customer or provider and notify the relevant authorities as required by law.

V. Participation in Industry Initiatives

- **STIR/SHAKEN Implementation:** Once the OCN is obtained, Connectiq LLC will fully implement the STIR/SHAKEN framework to authenticate caller IDs and prevent spoofing.
- **Industry Traceback Group (ITG):** Connectiq LLC participates in traceback requests and collaborates with ITG to trace and address the source of illegal robocalls.

VI. Additional Measures

A. Education and Awareness

Connectiq LLC provides customers with educational resources about compliant use of telecom services, helping them understand how to avoid practices that may lead to robocall issues.

B. Collaboration with Law Enforcement

Connectiq LLC cooperates fully with law enforcement and regulatory bodies in investigations related to robocalls, ensuring timely responses to traceback requests.

VII. Certifications

- **Registration:** Upon obtaining the OCN, Connectiq LLC will register in the FCC Robocall Mitigation Database.
- **Compliance:** Connectiq LLC ensures adherence to FCC regulations and is committed to preventing illegal robocall activities.

VIII. Conclusion

Connectiq LLC is dedicated to ensuring that its network is free from illegal robocall activities. By implementing this plan, we aim to protect our customers, comply with all regulatory requirements, and contribute to the industry's efforts to eliminate fraudulent robocalls.