

Robocall Mitigation Program Description

Company Name: Synergy IT Systems

Responsible Officer: Yivgeny Shipilevsky

Technology Used: Asterisk

1. Overview of the Robocall Mitigation Program: Synergy IT Systems is committed to preventing illegal robocalls and ensuring that its network is not used for malicious activities. The company has implemented a robust robocall mitigation program that leverages advanced technology, strict policies, and close collaboration with regulatory authorities to address and prevent illegal robocall traffic.
2. Measures to Prevent Illegal Robocalls:
 - Network Monitoring: Synergy IT Systems uses the Asterisk platform to monitor call patterns and detect anomalies that may indicate illegal robocall activity.
 - Traffic Filtering: All incoming and outgoing calls are subject to filtering based on predefined rules and algorithms designed to identify suspicious traffic.
 - Authentication Protocols: None of the voice traffic that originates on our network is authenticated with STIR/SHAKEN. However, the company employs additional authentication measures to verify caller identity and block spoofed calls.
 - Robocall Mitigation: All of the voice traffic that originates on our network is subject to a robocall mitigation program to identify and address any potential illegal activities.
3. Cooperation with Authorities:
 - Traceback Requests: Synergy IT Systems is committed to responding to all traceback requests from the FCC, law enforcement, and the industry traceback consortium within 24 hours. The company provides full support to help identify the source of illegal robocalls.
 - Data Sharing: The company maintains detailed call records and logs that can be shared with authorized entities to aid investigations.
4. Internal Policies and Procedures:
 - Employee Training: Staff members are trained to identify and address potential robocall threats and to comply with regulatory requirements.
 - Customer Screening: Synergy IT Systems performs due diligence on all clients to ensure they are not engaged in activities that violate robocall regulations.
 - Regular Audits: The company conducts periodic audits of its systems and processes to ensure ongoing compliance with robocall mitigation standards.
 - Investigative Measures: Synergy IT Systems is actively investigating and stopping any illegal robocallers that use our service to originate calls.

5. Commitment to Compliance: Synergy IT Systems certifies that it has implemented reasonable steps to prevent illegal robocall traffic from originating on its network. The company affirms its dedication to transparency and collaboration with all relevant stakeholders to stop illegal robocallers.
6. Contact Information: For any inquiries regarding the robocall mitigation program, please contact:

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This document is submitted as part of Synergy IT Systems' compliance with the FCC's Robocall Mitigation Database requirements.

