

Robocall Mitigation Program Description

CZ IT Techs is committed to combating illegal robocalls and complying with the requirements of the FCC's robocall mitigation program as outlined in 47 CFR § 64.6305(a). Below is an outline of our program:

1. Overview of Mitigation Efforts

CZ IT Techs employs robust measures to prevent the origination and transmission of illegal robocalls across our network. These measures include:

- Traffic monitoring to identify patterns indicative of fraudulent activity.
 - Use of analytics tools and algorithms to flag suspicious traffic in real-time.
 - Blocking or restricting high-risk traffic based on pre-established thresholds.
 - Continuous updates to detection protocols based on new threats and evolving industry practices.
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2. STIR/SHAKEN Implementation

- **Complete Implementation:** We have fully implemented the STIR/SHAKEN framework across our network, ensuring all originating calls are authenticated and verified per FCC standards.
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3. Call Screening and Blocking Practices

CZ IT Techs actively screens and blocks suspected illegal robocalls by:

- Leveraging external robocall analytics services to detect fraudulent behavior.
 - Reviewing call detail records (CDRs) to identify spikes in call volumes or anomalous traffic patterns.
 - Implementing automatic call blocking for known bad actors or numbers flagged as fraudulent by industry consortiums.
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4. Commitment to Traceback Cooperation

CZ IT Techs responds fully and promptly to all traceback requests from:

- The FCC
- Law enforcement agencies
- The industry traceback consortium

We are committed to cooperating within 24 hours of receiving a request, providing the necessary call data, and assisting in identifying and stopping illegal robocallers that use our services.

5. Network and Operational Policies

CZ IT Techs ensures its network is configured to:

- Identify and mitigate high-risk traffic originating from our customers.
 - Apply stricter monitoring policies for new customers and those with high call volumes.
 - Reject calls that do not meet authentication requirements (where applicable).
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6. Customer Education and Accountability

We actively educate our customers on the appropriate use of telecommunications services, including prohibitions on illegal robocalling. Customers found in violation are subject to service restrictions or termination.

Certification Statement:

This document reflects our ongoing commitment to comply with the FCC's robocall mitigation program and to take reasonable steps to avoid originating illegal robocall traffic.

Signed by:

Joseph Zelik

CTO

CZ IT Techs

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