

Robocall Mitigation Program Description

Company Name: Magic Srl

FCC Registration Number (FRN): 0036556280

Contact Information:

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Robocall Mitigation Practices

In compliance with **47 CFR § 64.6305(d)(ii)-(iii)**, our company has implemented a comprehensive robocall mitigation program designed to prevent the origination of illegal robocalls on our network. Below is a detailed summary of the measures we have in place:

1. Call Authentication Framework:

We fully participate in the STIR/SHAKEN framework for IP-based voice traffic, ensuring that all calls originating on our network are authenticated and verified as per industry standards. We do not allow non-IP-based voice traffic.

2. Non-IP Traffic Mitigation Measures:

We do not allow non-IP-based calls.

3. Customer Vetting and Monitoring:

- All customers are subject to rigorous vetting during onboarding, including identity verification and assessment of their intended usage of our services.
- Ongoing monitoring of traffic originating from our customers to detect unusual or potentially harmful call patterns.
- Immediate investigation and remediation (e.g., call blocking, suspension of service) when suspicious activity is identified.

4. Complaint Handling:

- We have established a dedicated team to handle robocall complaints promptly.
- All reported cases are investigated thoroughly, and appropriate action is taken to mitigate further occurrences.

5. Record-Keeping:

- Our company maintains detailed records of all call authentication and robocall mitigation activities.
 - We retain records of all complaints and their resolutions for a minimum of one year to comply with FCC regulations.
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Compliance Certification

By implementing the measures outlined above, we certify that our company is taking all reasonable steps to mitigate the origination of illegal robocalls on our network. Our practices are continuously updated to comply with evolving industry standards and regulatory requirements.

Signature:

Simone Falcini

Director

21 Jan 2025

A handwritten signature in black ink that reads "Simone Falcini". The signature is written in a cursive style with a large, stylized 'S' and 'F'.