

Robocall Mitigation Program Description

CEJJ SOLUTIONS, LLC is committed to preventing the origination of illegal robocalls on its network and ensuring compliance with the Federal Communications Commission (FCC) requirements under 47 CFR § 64.6305(a). As a voice service provider, CEJJ SOLUTIONS, LLC relies on Bandwidth.com as its primary upstream provider to originate calls and to handle STIR/SHAKEN authentication on our behalf. Our approach to robocall mitigation includes the following measures:

1. Partnership with Bandwidth.com:

- CEJJ SOLUTIONS, LLC relies on Bandwidth.com for outbound call termination.
- Bandwidth.com signs all outbound calls using the STIR/SHAKEN framework.
- CEJJ SOLUTIONS, LLC coordinates with Bandwidth.com on any traceback or investigation requests.

2. Traceback and Cooperation:

- CEJJ SOLUTIONS, LLC is committed to responding to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group within 24 hours.
- We fully cooperate with enforcement agencies and other voice service providers to address suspected illegal robocall activity.

3. Customer Vetting:

- CEJJ SOLUTIONS, LLC maintains procedures to vet customers before providing voice services to ensure they are not engaging in illegal robocalling practices.
- We monitor customer activity for signs of high-volume robocalling or other suspicious patterns.

4. Complaint Handling:

- CEJJ SOLUTIONS, LLC has a process in place to investigate and address customer complaints regarding suspected illegal robocalls.

5. Ongoing Monitoring and Review:

- We periodically review our traffic patterns and customer accounts to detect and prevent potential robocall abuse.
- We work closely with Bandwidth.com to stay informed about industry developments and best practices for robocall mitigation.

Certification: CEJJ SOLUTIONS, LLC certifies that it has implemented a robocall mitigation program consistent with 47 CFR § 64.6305(a), which includes reasonable steps to avoid originating illegal robocall traffic. We confirm that our primary upstream provider, Bandwidth.com, signs our calls using the STIR/SHAKEN authentication framework. We are committed to full cooperation with traceback requests and enforcement authorities.

Signed: Damon Pennington

Title: CEO

Date: February 17, 2025