

Robocall Mitigation Program Description

Company Name: Konceptoz Multiservices

FCC Registration Number (FRN): 0037026259

Submission Type: Non-Confidential

1. Certification of Robocall Mitigation Program

Konceptoz Multiservices certifies that it has implemented a robocall mitigation program consistent with 47 CFR § 64.6305(b). As a voice service provider, Konceptoz Multiservices takes reasonable steps to prevent the origination of illegal robocalls on its network.

2. STIR/SHAKEN Implementation

Konceptoz Multi-Services currently choose choosing option 3

- Has implemented the STIR/SHAKEN protocol on all IP-based voice traffic.
- Has partially implemented STIR/SHAKEN and uses non-IP network alternatives.
- Has not implemented STIR/SHAKEN and is instead relying on a robocall mitigation program for non-IP portions or as an exempt provider.

(Note: Update this section based on your actual technical implementation.)

3. Description of Robocall Mitigation Program

Konceptoz Multiservices operates a robocall mitigation program that includes the following key components:

- **Know Your Customer (KYC):** We vet all customers before activating voice services. This includes verifying customer identity, use case, and intended traffic type.
- **Traffic Monitoring:** Ongoing analytics are performed to monitor traffic for patterns consistent with illegal robocalls, such as high call volumes, short-duration calls, and calls to high-risk numbers or invalid number ranges.

- **Call Authentication:** While STIR/SHAKEN is not fully implemented, we ensure calls are reviewed using alternate mechanisms to verify legitimacy where possible.
 - **Complaint Management:** We actively monitor the Traceback Program and promptly respond to traceback requests from the Industry Traceback Group (ITG) and enforcement authorities.
 - **Mitigation Action:** If suspicious or illegal robocall activity is detected, we reserve the right to immediately suspend service, investigate the source, and, if necessary, terminate the customer's service.
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4. Point of Contact for Robocall Mitigation

- **Name:**David Melendez
 - **Title:** MGR/CEO
 - **Phone:** 561-299-1945
 - **Email:** SALES@Konceptozfl.com
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5. Additional Information

Konceptoz Multiservices cooperates fully with enforcement authorities and industry stakeholders. Our mitigation measures are reviewed regularly to adapt to evolving threats.