

Robocall Mitigation Program Description

Provider Name: Profit Expansion Group LLC
FCC Registration Number (FRN): 0037448347

Contact Information:

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1. Overview

Profit Expansion Group LLC is committed to preventing the origination of unlawful robocalls on our network. We have developed and implemented a Robocall Mitigation Program (RMP) to comply with Federal Communications Commission (FCC) requirements and to protect consumers from fraudulent and illegal calling activity.

2. Call Authentication (STIR/SHAKEN)

- Profit Expansion Group LLC has implemented STIR/SHAKEN for SIP traffic on our IP-based voice network wherever technically feasible.
- For any calls that cannot yet be authenticated via STIR/SHAKEN (such as calls traversing legacy non-IP portions of the network), we apply robust robocall mitigation practices as described below.

3. Robocall Mitigation Measures

Profit Expansion Group LLC employs the following measures to ensure no illegal robocall traffic originates from our network:

- **Know Your Customer (KYC):** All customers undergo identity verification and service intent checks before activation. We verify business legitimacy, use cases, and expected calling patterns.
- **Traffic Monitoring & Analytics:** Our systems continuously monitor call traffic for signs of suspicious activity, including unusually high call volumes, very short call durations, sequential dialing, and other patterns consistent with illegal robocalls.
- **Call Blocking & Rate Limiting:** Calls identified as unlawful or suspicious are blocked, throttled, or disconnected.
- **Customer Enforcement:** Customers found to be originating illegal robocalls are subject to immediate investigation and may have services suspended or terminated.
- **Complaint Response:** We maintain procedures for responding promptly to traceback requests from the Industry Traceback Group (ITG), FCC inquiries, and consumer complaints.

4. Enforcement & Reporting

- Profit Expansion Group LLC fully cooperates with the ITG, the FCC, and law enforcement agencies in the traceback and mitigation of unlawful robocall traffic.
- All suspected violations are documented, escalated internally, and resolved with appropriate enforcement actions.
- Records of mitigation activities are maintained in accordance with FCC rules.

5. Commitment

Profit Expansion Group LLC is committed to maintaining a secure and trusted voice network. We will continue to monitor traffic, enforce customer compliance, and expand STIR/SHAKEN deployment to ensure ongoing protection against unlawful robocalls.