

CyberTek Solutions — Robocall Mitigation Program

CyberTek Solutions is a Voice Service Provider offering VoIP telecommunications services to business customers. CyberTek is committed to preventing illegal robocalling, spoofing, and fraudulent telecommunications activity on its network.

CyberTek implements the STIR/SHAKEN framework in compliance with 47 CFR §64.6305 and authenticates caller identification information to the extent technically feasible. CyberTek relies on compliant upstream carriers and infrastructure partners to support authentication and verification of calls traversing its network.

CyberTek employs the following robocall mitigation practices:

- Customer vetting and identity verification prior to service activation
- Monitoring of outbound call traffic patterns for suspicious activity
- Immediate suspension of accounts engaged in fraudulent or illegal calling
- Cooperation with traceback requests from the Industry Traceback Group and law enforcement
- Maintenance of internal policies prohibiting illegal robocalls and caller ID spoofing
- Contractual agreements requiring customers to comply with federal telecommunications laws

CyberTek responds promptly to traceback requests and government inquiries and maintains records sufficient to investigate suspicious traffic.

CyberTek continuously evaluates and improves its robocall mitigation practices to protect consumers and ensure compliance with FCC regulations.