

Robocall Mitigation Program Description

Creative One Solutions, LLC

Company Overview

Creative One Solutions, LLC is a Voice Service Provider (VSP) that delivers VoIP services to end users. Our services are provided through an upstream VoIP carrier, SkySwitch, which supplies the underlying telecommunications network and core call processing infrastructure. Creative One Solutions manages customer provisioning, configuration, and administrative access to the SkySwitch platform for our end users.

Regulatory Compliance Statement

Creative One Solutions, LLC complies with all applicable FCC robocall mitigation and caller ID authentication rules, including requirements under the TRACED Act and the FCC's Robocall Mitigation Database (RMD) obligations.

STIR/SHAKEN Implementation Status

Creative One Solutions relies on SkySwitch for STIR/SHAKEN implementation and caller ID authentication services. SkySwitch is responsible for originating and terminating call authentication within the public switched telephone network (PSTN). Creative One Solutions does not independently originate or authenticate calls outside of the SkySwitch platform.

Robocall Mitigation Measures

Creative One Solutions mitigates the risk of illegal robocalls through the following measures:

- Use of a SkySwitch platform that implements FCC-compliant robocall mitigation and STIR/SHAKEN authentication
- Verification of customer identity prior to service activation
- Monitoring of customer account activity for abnormal calling patterns
- Suspension or termination of customer service in cases of suspected or confirmed robocall abuse
- Reliance on upstream carrier safeguards to block spoofed, invalid, or suspicious traffic

Monitoring and Enforcement

Creative One Solutions investigates reports of suspected illegal robocalling or abuse. If a customer is found to be engaging in prohibited activity, appropriate enforcement actions are taken, including service suspension or termination.

Traceback Cooperation

Creative One Solutions cooperates fully with traceback requests from the FCC, law enforcement agencies, industry traceback groups, and upstream providers, and will work in coordination with SkySwitch to support investigations as required.

7. Responsible Contact

The following individual is responsible for robocall mitigation compliance:

Tareq Habarneh

CEO

Creative One Solutions, LLC