

Robocall Mitigation Program

AEH Solutions, LLC. San Antonio, Texas Effective Date: February 2026 (reviewed annually)

Prepared by: Austin, Owner and Principal Operator

Pursuant to the rules of the Federal Communications Commission, including 47 CFR Section 64.6305 (Robocall Mitigation and Certification), AEH Solutions has implemented the following Robocall Mitigation Program:

Preventing Illegal Traffic AEH Solutions is committed to compliance with the Telephone Consumer Protection Act (TCPA), the TRACED Act, and all FCC rules pertaining to the prevention of illegal robocalling, fraudulent calling, and other unlawful use of its network. To that end, AEH Solutions requires each customer to provide information that enables us to “know our customers” and conduct the necessary due diligence to comply with the law and protect our network.

Due Diligence AEH Solutions conducts due diligence with respect to each customer—both existing (prior to this program) and new—that is designed to ensure the customer will not originate illegal robocall traffic or other illegal traffic. This includes:

- Verifying the customer’s identity with government-issued ID (for individuals) or business registration/EIN and formation documents (for companies), including whether the entity is domestic or foreign.
- Obtaining a clear description of the customer’s business and intended use of the service (e.g., personal/residential calling, small office PBX, fax-over-IP, any autodialing).
- Confirming the customer’s physical location/business address.
- Reviewing the customer’s website and any public social media or online presence for consistency and red flags.
- Checking current and prior IP addresses (if provided) for any foreign or high-risk indicators.
- Determining basic ownership/management information.
- Screening for any obvious red flags such as prior spam complaints or high-risk patterns (e.g., unsolicited bulk calling).

We deny service to any applicant with mismatched information, prior issues, or indications of illegal activity. Existing customers are re-vetted every 12 months or sooner if usage patterns change significantly (e.g., sudden high-volume calling).

Autodialed Call Traffic For any customer that intends to send autodialed call or fax traffic, AEH Solutions requires assurances and documentation before allowing such traffic. This includes:

- The name, point of contact, and contact information for the entity on whose behalf the calls/faxes are made.
- A description and sample (recording/transcript for calls; sample for faxes) of the content.
- Proposed numbers/ANIs to be used.
- Confirmation of subscription to the Federal and applicable state Do-Not-Call Databases.
- Statement on consent (prior express written consent for marketing) with sample evidence of how it was obtained.
- Estimated volume (calls/faxes per second or day) and campaign dates.

We will not permit autodialed traffic until these are reviewed and approved.

Call Blocking AEH Solutions will immediately suspend or terminate service to any customer if we determine (through monitoring, complaints, or traceback) that the customer is using the service for illegal robocalling or other unlawful activity. We have enforced this in the past by shutting down accounts showing suspicious patterns.

Call Analytics and Blocking AEH Solutions uses no internal analytic systems, software, or third-party vendors at this time to identify and block illegal robocall traffic. Our wholesale provider may employ such systems on traffic transiting their network, and we enforce any resulting blocks or filters downstream.

Traceback Requests AEH Solutions commits to respond within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement, the Industry Traceback Group (ITG), or other authorized entities. We will cooperate fully by providing call detail records (CDRs), IP logs, timestamps, and customer information as required to investigate and stop illegal robocallers using our services.

STIR/SHAKEN Implementation AEH Solutions has no switch and resells the hosted VoIP solution of its wholesale provider. Such wholesale provider assigns attestation levels under the STIR/SHAKEN framework for all calls that AEH Solutions originates through the wholesale provider.

Certification Statement I certify that this program applies to all calls originated, carried, or processed by AEH Solutions. We have taken these specific, reasonable steps to avoid originating or transmitting illegal robocall traffic. AEH Solutions has not been subject to any FCC enforcement action, RMD removal, or prohibition related to robocalls in the past two years. All information here is accurate to the best of my knowledge.