

Robocall Mitigation Program

Provider: C&M; Tech Solutions
Service Type: VoIP Service Reseller

Robocall Mitigation Program Description

C&M Tech Solutions provides interconnected VoIP services as a reseller utilizing the network infrastructure of upstream voice service providers. Because C&M Tech Solutions does not operate the underlying switching or signaling infrastructure used to originate or terminate calls, the STIR/SHAKEN caller authentication framework is implemented by upstream carriers where applicable.

Consistent with the requirements of **47 CFR § 64.6305**, C&M Tech Solutions has implemented a robocall mitigation program to prevent the origination and transmission of illegal robocalls through its services.

C&M Tech Solutions takes reasonable steps to prevent its network and services from being used to originate or transmit illegal robocalls. These steps include customer verification procedures, monitoring for suspicious traffic patterns, and enforcement of acceptable use policies that prohibit illegal robocalling activity.

Customers are required to comply with all applicable laws and regulations regarding telemarketing and robocalling. Any customer found to be using the service for illegal robocall activity may have their service suspended or terminated.

C&M Tech Solutions investigates reports of suspected robocall activity received from upstream providers, industry partners, law enforcement, or consumers and takes appropriate corrective action when necessary.

C&M Tech Solutions also commits to responding fully and within **24 hours** to traceback requests from the Federal Communications Commission (FCC), law enforcement agencies, and the Industry Traceback Group, and will cooperate with such entities in investigating and stopping illegal robocall traffic.

All calls carried or processed through services provided by C&M Tech Solutions are subject to this robocall mitigation program.