

Robocall Mitigation Program Description

Company: Cygen Solutions

FRN: 0037830197

Date: April 7, 2026

1. Company Overview

Cygen Solutions is a foreign voice service provider based in Pakistan. We purchase US telephone numbers from a licensed US carrier and resell them to customers for use with voice AI agents. We do not operate any network facilities inside the United States.

2. Robocall Mitigation Measures

Although we are a foreign provider not subject to STIR/SHAKEN implementation, we take the following steps to prevent illegal robocalls:

- **Customer Agreements:** All customers must agree in writing not to use our numbers for illegal robocalls, spoofing, fraud, or any activity violating US laws.
- **Traffic Monitoring:** We monitor call volumes and complaint patterns. Unusual spikes trigger investigation.
- **Enforcement:** Customers found to be originating illegal robocalls are immediately terminated and banned from future service.
- **Reliance on Upstream Provider:** Our US-based carrier applies STIR/SHAKEN attestation to all calls we originate.

3. Traceback Cooperation

Cygen Solutions commits to responding fully within 24 hours to all traceback requests from:

- The Federal Communications Commission (FCC)
- US law enforcement agencies
- The industry traceback consortium (e.g., USTelecom)

We will cooperate fully in investigating and stopping any illegal robocallers using our service.

4. Certification

I certify that this robocall mitigation program is consistent with 47 CFR § 64.6305(a) to the extent applicable to a foreign voice service provider.

Signed,

Izhar Hussain

Managing Director, Cygen Solutions