

FoodTronix LLC Robocall Mitigation Program

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

FoodTronix LLC provides PBX installation, configuration, and technical support services. The company does not originate, terminate, or transmit calls to the public switched telephone network (PSTN) and does not provide SIP trunking, DIDs, or telecommunications services.

All voice traffic is transmitted through third-party voice service providers selected and contracted directly by customers. These providers are responsible for call authentication, including implementation of STIR/SHAKEN, and for compliance with applicable FCC robocall mitigation requirements.

FoodTronix LLC has implemented a Robocall Mitigation Program designed to prevent misuse of PBX systems under its management. Because FoodTronix does not provide PSTN connectivity, our mitigation measures focus on system security and coordinating with the customer's chosen Voice Service Providers. Measures include:

- **Deployment of Baseline Security Controls:** Implementing authentication requirements, access restrictions, and intrusion prevention mechanisms on PBX systems to prevent unauthorized access or system takeover by bad actors.
- **Upstream Carrier Reliance for Monitoring:** Relying on the customer's selected upstream Voice Service Provider (VSP) to perform call authentication (STIR/SHAKEN), call detail record (CDR) analysis, and network-level analytics to detect suspicious calling patterns.
- **Administrative Safeguards:** Applying baseline dialing restrictions (such as blocking premium rate numbers or high-risk international destinations) at the PBX level where appropriate and requested by the customer.
- **Incident Response and Cooperation:** Maintaining the ability to administratively suspend system access or disable outbound calling features upon receiving alerts from the customer's upstream carrier or law enforcement regarding suspected fraud or compromised systems.

In the event of suspected illegal robocalling or system compromise, FoodTronix LLC will take reasonable steps to mitigate further activity and will cooperate with customer-selected voice service providers and lawful traceback or investigative requests, including those coordinated through the U.S. Telecom Industry Traceback Group.

FoodTronix LLC maintains relevant system logs and records sufficient to support investigation and mitigation efforts.

This program is designed to reduce the risk of illegal robocalls while maintaining the company's role as a systems integrator and technical service provider, not a telecommunications carrier.

