

Robocall Mitigation Plan

1. Introduction

This Robocall Mitigation Plan ("Plan") is established by **Zahran Kendy Realtor Group, LLC** ("the Company") to ensure compliance with Federal Communications Commission (FCC) regulations regarding the prevention of illegal robocalls and the authentication of caller identity. Zahran Kendy Realtor Group, LLC is a real estate investment and property acquisition firm; it is not a telecommunications reseller and does not provide voice services to third-party customers.

2. Voice Service Provider Status

The Company operates as a Voice Service Provider primarily for internal business operations and legitimate outbound communications with clients and property owners. The Company certifies that it does not offer telecommunications services to the public for a fee. All voice traffic originated by the Company is for its own internal business purposes.

3. Know Your Customer (KYC) and User Verification

Because the Company does not resell services, the "customer" is restricted to internal employees and authorized personnel. The Company maintains the following protocols:

- **Identity Verification:** Access to the Company's communication infrastructure is limited to verified employees and owners.
- **Number Assignment:** All outbound Caller ID (ANI) information is restricted to phone numbers legally assigned to or owned by the Company.
- **Internal Use Only:** No third-party individuals or entities are permitted to use the Company's infrastructure to originate calls.

4. Call Monitoring and Analytics

The Company employs technical measures to monitor outbound call patterns to identify and prevent potential misuse of its systems:

- **Volume Monitoring:** The Company utilizes its PBX and billing software to monitor call volumes for unusual spikes that would indicate automated robocalling or system compromise.
- **Duration Analysis:** Monitoring systems look for a high volume of short-duration calls, which is a common indicator of prohibited robocalling activity.
- **Access Controls:** Strong authentication is required for all administrative access to the Company's SIP termination and server configurations.

5. STIR/SHAKEN Implementation

The Company is committed to the full implementation of the STIR/SHAKEN authentication framework. This includes:

- Working with upstream Tier 1 carriers to ensure outbound traffic is appropriately signed.
- Maintaining an active Filer ID and registering with the STIR/SHAKEN Policy Administrator (STI-PA) to obtain the necessary digital certificates for call authentication.

6. Cooperation with Traceback Investigations

The Company fully cooperates with the FCC, law enforcement, and the Industry Traceback Group (ITG). In the event of a traceback request, the Company will:

- Respond within the required regulatory timeframe.
- Provide detailed information regarding the source and nature of the call in question.
- Take immediate action to mitigate any identified issues.

7. Point of Contact

For questions or compliance matters regarding this Robocall Mitigation Plan, please contact:

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