

Robocall Mitigation Program Description

Marcano & Associates LLC

FRN: 0038315412 | EIN: 83-3079443

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1. Company Overview

Marcano & Associates LLC is a domestic voice service provider operating in the United States. The company provides business voice communication services and is committed to full compliance with all applicable FCC regulations, including those related to robocall mitigation and the Telephone Consumer Protection Act (TCPA).

2. STIR/SHAKEN Implementation

Marcano & Associates LLC is committed to implementing STIR/SHAKEN call authentication standards in accordance with FCC requirements. The company ensures that all outbound voice traffic is properly authenticated and signed to the extent technically feasible. Where direct implementation is not yet complete, the company relies on its upstream carrier partners who participate in the STIR/SHAKEN framework to authenticate calls.

3. Robocall Mitigation Measures

Marcano & Associates LLC has implemented the following measures to prevent the origination of illegal robocalls on its network:

- Know Your Customer (KYC): The company conducts due diligence on all customers and end users prior to providing voice services, verifying business identity and intended use of services.
- Traffic Monitoring: Outbound call traffic is regularly monitored for unusual patterns, including abnormally high call volumes, short call durations, or high abandoned call rates that may indicate illegal robocall activity.
- Terms of Service Enforcement: All customers are bound by Terms of Service that explicitly prohibit the use of company services for illegal robocalling, spoofing, or any unsolicited telemarketing in violation of applicable law.
- Complaint Response: The company maintains a process for receiving and responding to traceback requests from the Industry Traceback Group (ITG) and other authorized entities in a timely manner.
- Customer Termination: The company reserves the right to immediately terminate service to any customer found to be engaging in illegal robocall activity.

4. Legal Compliance

Marcano & Associates LLC complies with all applicable federal and state laws governing telephone communications, including the Telephone Consumer Protection Act (TCPA), the Telemarketing Sales Rule (TSR), and all relevant FCC orders and regulations. The company has not been the subject of any formal enforcement action by the FCC or any law enforcement agency related to illegal robocalls or spoofing within the prior two years.

5. Certification

I, Ronald Marcano, as the authorized officer of Marcano & Associates LLC, hereby certify that the information provided in this Robocall Mitigation Program Description is true, accurate, and complete to the best of my knowledge. The company is committed to maintaining and updating this program as required by FCC regulations.

Ronald Marcano, CEO

Marcano & Associates LLC

Date: April 18, 2026