

Robocall Mitigation Program Description

Connectly Solutions

Company Information

Company Name: Connectly Solutions

FCC Registration Number (FRN): 0038373163

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1. Overview

Connectly Solutions is a Canadian-based outbound contact center providing call center services to businesses in Canada. We are committed to full compliance with all applicable telecommunications regulations including the Telephone Consumer Protection Act (TCPA), the TRACED Act of 2020, and the Canadian Anti-Spam Legislation (CASL). This document outlines our Robocall Mitigation Program as required by the FCC's Robocall Mitigation Database filing requirements.

2. Nature of Calling Activity

Connectly Solutions operates as an outbound contact center conducting agent-initiated manual dialing only. All calls are placed by live human agents using our contact center platform. We do not use automated dialing systems, pre-recorded messages, or artificial voice calls. All outbound calls are made with the full knowledge and consent of our clients and in compliance with applicable Do Not Call regulations.

3. STIR/SHAKEN Implementation

Connectly Solutions has not yet implemented the STIR/SHAKEN authentication framework on its network. As a new foreign voice service provider operating primarily in Canada, we are in the process of evaluating STIR/SHAKEN implementation options through our SIP trunk

providers. We are committed to implementing STIR/SHAKEN as soon as technically feasible.

4. Robocall Mitigation Measures

In lieu of full STIR/SHAKEN implementation, Connectly Solutions employs the following robocall mitigation measures:

- a) Agent-Initiated Calls Only: All outbound calls are manually initiated by live agents. No automated or predictive dialing without agent supervision is used.
- b) Do Not Call Compliance: We maintain and honor internal Do Not Call lists and scrub all lead lists against applicable national and provincial DNC registries prior to dialing.
- c) Call Monitoring: All outbound call activity is logged and monitored for compliance. Suspicious patterns are investigated immediately.
- d) Client Vetting: We conduct due diligence on all clients before accepting their business to ensure their campaigns are lawful and compliant.
- e) Traceback Cooperation: Connectly Solutions commits to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium.
- f) Staff Training: All agents and staff are trained on TCPA, CASL, and applicable telemarketing regulations before conducting any calling activity.

5. Call Volume

Connectly Solutions is a small startup operation currently in its initial phase. Call volumes are minimal and consist entirely of agent-initiated outbound calls. All calls originate from Canadian numbers registered with our SIP trunk provider.

6. Commitment to Compliance

Connectly Solutions is fully committed to operating within all applicable federal, state, and provincial regulations. We will update this mitigation program as our operations grow and as STIR/SHAKEN implementation becomes available through our network providers. We maintain zero tolerance for illegal robocalling and will immediately terminate service to any client found to be conducting illegal calling campaigns.

Certification

I, Lovenish Kumar, Owner of Connectly Solutions, certify that the information provided in this Robocall Mitigation Program Description is true and accurate to the best of my knowledge, and that Connectly Solutions is committed to complying with all FCC regulations regarding robocall mitigation.

Signature: Lovenish Kumar

Title: Owner

Date: May 2, 2026