

ROBOCALL MITIGATION PROGRAM DESCRIPTION

Federal Communications Commission – Robocall Mitigation Database

47 CFR § 64.6305 | Effective Date: June 12, 2026

1. COMPANY IDENTIFICATION

Legal Company Name: NextGen Cloud Solutions LLC

Trade Name / DBA: NextGen Cloud Solutions

FRN (FCC Registration No.): 0037852100

Principal Address: P.O. Box 51561 Lafayette, LA 70505

Contact Name: Joshua Reed

Contact Title: Owner

Contact Phone: 337-706-0260

Contact Email: jreed@nextgencloudsolutions.com

Voice Service Provider Type: Intermediate Provider / Originating Provider

Technology Platform: 2600hz / Kazoo (Ooma OEM) with Trunkin.io SIP Trunking

2. STIR/SHAKEN IMPLEMENTATION

NextGen Cloud Solutions has implemented STIR/SHAKEN call authentication on its IP network in compliance with the FCC's mandate under 47 CFR § 64.6301 et seq. and the TRACED Act.

STIR/SHAKEN Status: Fully Implemented

Policy Administrator (PA): iconectiv (TransNexus)

Certification Authority (CA): Peering Hub

SPC Token Issued: 02-11-2026

STI Certificate Obtained: 06-12-2026

Attestation Levels Supported: A (Full)

Implementation Platform: 2600hz Kazoo / FreeSWITCH with SIPit STIR/SHAKEN module via Trunkin.io

3. ROBOCALL MITIGATION PROGRAM

Pursuant to 47 CFR § 64.6305, NextGen Cloud Solutions has established and implements the following Robocall Mitigation Program to prevent the origination of illegal robocalls on its network.

3.1 Know Your Customer (KYC) Procedures

NextGen Cloud Solutions has implemented comprehensive Know Your Customer (KYC) procedures for all customers and downstream providers to whom it provides voice services:

- Verification of legal business entity registration and business legitimacy prior to service activation.
- Collection and verification of government-issued identification for individual account holders.
- Review and validation of the intended use case for high-volume calling campaigns before provisioning.
- Ongoing monitoring of call traffic patterns for anomalies indicative of illegal robocalling activity.
- Contractual prohibition of illegal robocalling included in all customer service agreements.
- Documented customer acknowledgment of acceptable use policies and anti-robocall obligations.

3.2 Call Traffic Monitoring and Analytics

- Real-time call detail record (CDR) analysis to detect sudden spikes in outbound call volume.
- Automatic flagging of accounts with call completion rates or patterns inconsistent with legitimate use.
- Detection of sequential or predictive dialing patterns associated with illegal robocall campaigns.
- Monitoring for spoofed Caller ID or numbers not assigned to the originating customer.
- Daily review of traffic reports by designated compliance personnel.
- Integration with Trunkin.io's traffic analytics dashboard for SIP trunk-level monitoring.

3.3 Response to Law Enforcement and Traceback Requests

- Designation of a responsible point of contact for receiving and responding to traceback requests.
- Response to traceback requests from the USTelecom Industry Traceback Group (ITG) within 24 hours.
- Retention of call records for a minimum of 24 months to support traceback investigations.
- Immediate cooperation with FCC, FTC, and law enforcement agency investigations.
- Procedures for expedited customer suspension when credible evidence of illegal robocalling is found.

3.4 Customer Suspension and Termination

- Immediate suspension of service upon verified evidence of illegal robocall campaign activity.

- Contractual provisions enabling termination of service for violation of anti-robocall policies.
- Notification of relevant regulatory authorities upon discovery and confirmed termination of illegal robocall activity.
- Internal escalation procedures for reviewing suspected violations before permanent termination.

4. DOWNSTREAM PROVIDER OBLIGATIONS

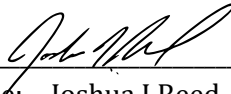
NextGen Cloud Solutions requires all downstream voice service providers to whom it provides origination or transit services to certify their own STIR/SHAKEN implementation or equivalent robocall mitigation program.

5. PROGRAM GOVERNANCE AND REVIEW

Compliance Officer: Joshua Reed
Review Frequency: Annual (or upon material change)
Last Review Date: June 12, 2026
Next Scheduled Review: Jan 1, 2027

6. CERTIFICATION

I, the undersigned authorized representative of [Company Name], hereby certify that the information contained in this Robocall Mitigation Program Description is true, accurate, and complete to the best of my knowledge.

Signature:  Date: 06/12/2026
Printed Name: Joshua J Reed
Title: Owner
Company: NextGen Cloud Solutions LLC