

April 3, 2020

VIA CERTIFIED MAIL - RETURN RECEIPT REQUESTED AND EMAIL

To: Chris Cordero  
Connexum  
1122 E. Lincoln Ave.  
Suite 203  
Orange, CA 92865  
ccordero@connexum.com

Scott Kettle  
Connexum  
17901 Von Karman Ave.  
Suite 600  
Irvine, CA 92614  
sk@connexumllc.com

Re: Official Correspondence from Federal Communications Commission and Federal Trade Commission

Dear Msrs. Cordero and Kettle

We have determined that Connexum is apparently routing and transmitting Novel Coronavirus Disease (COVID-19) scam robocall traffic originating from VoIPMax. We request that you cease routing and transmitting such traffic immediately.

On March 13, 2020, the President declared a national emergency concerning the COVID-19 outbreak.<sup>1</sup> Fraudsters and unscrupulous actors have taken advantage of this national health crisis to send scam robocalls to consumers across the United States. These unwanted robocalls include fraudulent offers of COVID-19 home testing kits. This activity has the potential to inflict severe harm on consumers. Our agency will aggressively pursue legal action against

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<sup>1</sup> Proclamation on Declaring a National Emergency Concerning the Novel Coronavirus Disease (COVID Outbreak), The White House (Mar. 13, 2020), <https://www.whitehouse.gov/presidential-actions/proclamation-declaring-national-emergency-concerning-novel-coronavirus-disease-covid-19-outbreak/>


unlawful robocallers and, where appropriate, pursue legal action against voice providers routing or transmitting such traffic on their networks.

Investigations conducted by our agencies, in conjunction with the U.S. Telecom Industry Traceback Group, revealed that Connexum is a gateway voice provider for apparently fraudulent COVID-19 robocalls originating from VoIPMax. We will take all necessary and appropriate action to prevent these robocalls from entering U.S. networks.

If after 48 hours of issuance of this letter Connexum continues to route or transmit harmful robocall traffic from VoIPMax, the FCC will authorize other U.S. voice providers to block all calls from Connexum and take any other steps as needed to prevent further transmission of unlawful calls from Connexum, and we will evaluate whether further action is appropriate in connection with your activity.

Please direct any inquiries regarding this letter to Kristi Thompson of the FCC at [Kristi.thompson@fcc.gov](mailto:Kristi.thompson@fcc.gov) or 202-418-1318 or to Ian Barlow of the FTC at [ibarlow@ftc.gov](mailto:ibarlow@ftc.gov) or 202-326-3120.

Sincerely,



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Rosemary C. Harold  
Chief, Enforcement Bureau