



Robocall Mitigation Plan

Maxxtel Communications, LLC

Maxxtel Communications, LLC (FRN: 0023195795) is a provider of interconnected VoIP services and operates as an originating voice service provider and intermediate provider within the United States.

Robocall Mitigation Program

Maxxtel Communications has implemented a robocall mitigation program designed to prevent the origination and transmission of illegal robocalls on its network. These measures are applied consistently across all traffic, regardless of the company's role in the call path.

The company utilizes STIR/SHAKEN authentication, call analytics, and traffic monitoring tools to identify and mitigate suspicious calling activity. Maxxtel leverages analytics and network-based controls to detect patterns commonly associated with illegal robocalls, including anomalous traffic volumes, short-duration calls, invalid or unallocated numbers, and calls originating from high-risk sources.

Traffic identified as potentially unlawful is subject to immediate investigation and mitigation, including blocking, suspension, or termination.

Know Your Customer (KYC) Procedures

Maxxtel Communications maintains and enforces a Know Your Customer (KYC) program to ensure that all customers are legitimate and authorized users of its services.

Prior to enabling service, Maxxtel:

- Verifies customer identity, including legal name, business registration, and physical address
- Reviews the customer's intended use of voice services
- Validates the customer's authorized use of telephone numbers and caller ID



- Retains records of customer verification and onboarding information in accordance with internal compliance policies.

Maxxtel applies a risk-based approach to customer onboarding and applies additional scrutiny to customers with higher-risk use cases, including outbound calling applications.

The company continuously monitors customer traffic for indicators of illegal robocalling and takes immediate action when suspicious activity is detected.

All customers are contractually prohibited from engaging in illegal robocalling and must comply with applicable laws and regulations.

Upstream Provider Management

Maxxtel Communications confirms that all upstream providers are listed in the FCC Robocall Mitigation Database and maintain appropriate mitigation programs.

The company does not accept traffic from providers that are not properly registered or that fail to maintain adequate robocall mitigation controls.

Traceback Cooperation

Maxxtel Communications responds promptly to traceback requests from the Federal Communications Commission, law enforcement agencies, and authorized traceback consortiums, and cooperates fully in the investigation and mitigation of illegal robocall activity.

FCC Compliance Commitment

Maxxtel Communications certifies that it has implemented the robocall mitigation practices described above and maintains an active compliance program.

Maxxtel Communications commits to updating its Robocall Mitigation Database filing within 10 business days of any material change to its mitigation practices, operations, or compliance status.

Effective Date: 5/5/2026

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