

Robocall Mitigation Plan

Company Name: TelServ Telecom, LLC

Contact Information: 28 Serrell Drive, Montvale, NJ 07645

Michael@telservnj.com

201-391-4800

FCC Registration Number (FRN): 0020524922

Date: 12/16/2024

Purpose

This Robocall Mitigation Plan outlines the measures our company employs to prevent illegal and unwanted robocalls, ensure compliance with FCC regulations, and protect consumers from fraudulent activities.

1. Compliance with STIR/SHAKEN

Our company has implemented the Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted information using tokens (SHAKEN) framework to authenticate caller IDs:

- **Caller ID Authentication:** We use digital certificates issued by an approved Certificate Authority to verify the legitimacy of calls originating from our network.
 - **Call Verification:** We pass authenticated caller ID information to downstream carriers.
 - **Non-IP Networks:** For portions of our network not capable of STIR/SHAKEN, we employ alternative robocall mitigation techniques.
-

2. Robocall Monitoring and Traffic Analysis

We continuously monitor network traffic to detect and prevent suspicious activity:

- **Traffic Patterns:** Analyze call patterns, including volume, duration, and destination.
 - **Anomalies:** Flag irregularities such as high-volume short-duration calls, invalid numbers, or unassigned numbers.
 - **Blocked Calls:** Actively block calls from known fraudulent or illegal sources, including numbers flagged by regulatory and industry databases.
-

3. Consumer Protection Measures

We provide tools and services to protect consumers from robocalls:

- **Call Filtering:** Enable call blocking features that filter out suspected spam or fraudulent calls.
 - **Education:** Provide customers with guidance on recognizing and avoiding robocall scams.
 - **Reporting:** Offer mechanisms for customers to report suspected robocalls for investigation.
-

4. Interconnection with Other Providers

We ensure compliance with FCC rules by:

- **FCC Database Listing:** Maintaining active registration in the FCC Robocall Mitigation Database.
 - **Collaboration:** Only partnering with carriers and providers listed in the database.
 - **Verification:** Sharing authenticated caller ID information with interconnected networks.
-

5. Internal Processes

Our internal processes ensure the efficacy of our robocall mitigation efforts:

- **Regular Audits:** Conduct routine audits of our call traffic and mitigation practices.
 - **Employee Training:** Train staff on identifying and addressing robocall-related issues.
 - **Incident Response:** Maintain protocols for responding to reports of illegal robocalls originating from our network.
-

6. Filing and Reporting

We comply with all reporting requirements:

- **Filing Plan:** Submit this Robocall Mitigation Plan to the FCC Robocall Mitigation Database.
- **Updates:** Regularly update the FCC on our mitigation efforts and any changes to this plan.
- **Cooperation:** Fully cooperate with law enforcement and regulatory investigations related to robocalls.

7. Contact Information for Mitigation Concerns

For inquiries related to our robocall mitigation efforts, please contact:

Michael Gallucci

President

201-391-4800

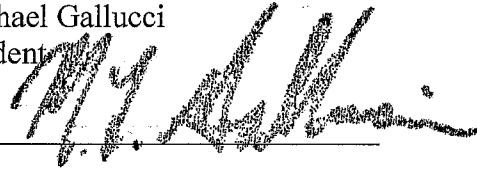
michael@telservnj.com

Certification

By signing below, we certify that this Robocall Mitigation Plan is accurate and that our company is committed to taking all reasonable steps to prevent the origination of illegal robocalls.

Name: Michael Gallucci

Title: President

Signature: 

Date: 12/18/2024