

Robocall Mitigation Plan

Truvana Services LLC

FCC Registration Number (FRN): 0031614407

FCC Compliance – 47 CFR § 64.6305(d)(ii)-(iii)

Filer Role(s): Intermediate Provider (Reseller)

Contact Person:

- Name: Vijay Chikkava
 - Title: Managing Partner
 - Department: Operations
 - Email: vijay@truvana.services
 - Phone: 703-629-8176
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1. STIR/SHAKEN Implementation Status – Not Applicable(no network/option 3)

Truvana Services has not implemented the STIR/SHAKEN caller ID authentication framework. We provide SIP based communication services to business customers using upstream carriers like Skyetel. We do not operate our own softswitch, SBC, PSTN interconnection or carrier network All Call origination and STIR/SHAKEN authentication is performed exclusively by our upstream carriers.

2. Robocall Mitigation Practices

Truvana Services employs the following mitigation practices:

- **Know Your Customer (KYC):** We vet new customers through identity verification, contract review, and traffic-use case assessments.
- **Call Traffic Monitoring:** We rely on upstream carriers' automated fraud detection and robocall analytics. If any traffic is flagged as irregular, abusive, or indicative of illegal robocalls:
 - Service is suspended immediately
 - Customer identity and call nature is re-verified
 - Further services is denied if misuse is confirmed
- **Zero Tolerance Policy:** We do not knowingly permit:

- Illegal robocalls
 - Caller ID spoofing
 - Fraudulent traffic
 - Telemarketing activity that violates federal/state law
 - **Blocking & Suspension:** We promptly block traffic identified as illegal robocalls and may suspend or terminate customers engaged in such activity.
 - **Ongoing Monitoring:** We review traffic patterns regularly and escalate anomalies for investigation.
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3. Traceback Cooperation

Truvana Services LLC fully cooperates with the Industry Traceback Group (ITG), the FCC, law enforcement, and other authorized entities by:

- Responding to traceback requests within 24 hours.
 - Providing accurate call path and customer information when requested.
 - Maintaining records of mitigation and traceback activities.
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4. Complaint Handling

We maintain an abuse reporting channel at: **vijay@truvana.services**

- All robocall complaints are logged and reviewed by our compliance team.
 - Confirmed illegal traffic results in immediate mitigation steps, including blocking, suspension, or contract termination.
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5. Compliance Officer

The compliance officer responsible for implementing and enforcing this plan is:

- **Name:** Vijay Chikkava
 - **Title:** Managing Member
 - **Contact:** 703-629-8176 / vijay@truvana.services
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6. Certification

I, Vijay Chikkava, Managing Member, certify under penalty of perjury that:

- The information in this Robocall Mitigation Plan is true and accurate.
- Truvana Services LLC will update its filing within 10 business days of any changes.

Signed: _____  _____

Date: __December 14, 2025_____