

## Robocall Mitigation Plan (RMP)

**Company Name:** B&B Communications LTD. dba Autophone of Laredo

**FRN:** 0022651095

**Date:** 02/12/2026

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### **1. Introduction and Purpose**

Autophone of Laredo ("Autophone") is committed to preventing and mitigating illegal robocalls and other fraudulent or abusive voice traffic in compliance with Federal Communications Commission ("FCC") rules and policies. This Robocall Mitigation Plan ("RMP") outlines the policies, procedures, and practices Autophone uses to identify, prevent, and respond to illegal robocall activity.

This RMP is maintained as a living document and updated as necessary to ensure ongoing accuracy and effectiveness.

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### **2. Service Description and Network Role**

Autophone provides voice services to business customers and resells voice services through upstream voice service providers. Autophone does not directly originate, sign, or authenticate calls using STIR/SHAKEN technology.

Autophone's current upstream provider, SkySwitch, implements STIR/SHAKEN authentication at the network level and signs calls.

Autophone relies on these upstream providers' technical controls in conjunction with its own customer-level monitoring and enforcement practices to mitigate illegal robocalls.

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### **3. STIR/SHAKEN Status**

Autophone does not itself implement STIR/SHAKEN. Call authentication and signing are performed by upstream voice service providers. As a result, Autophone maintains this Robocall Mitigation Plan to address robocall risks through alternative and complementary mitigation measures.

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### **4. Customer Vetting and Onboarding Procedures**

Autophone performs reasonable due diligence on customers prior to service activation, which may include:

- Collection of customer identification and business information
- Review of the intended use of voice services
- Review of customer website, business model, and marketing practices, where applicable
- Verification of contact information

Customers are prohibited from using Autophone's services for illegal robocalls, spam calling, traffic pumping, or any activity that violates FCC rules or applicable law.

## **5. Acceptable Use Policy (AUP)**

Autophone maintains an Acceptable Use Policy that explicitly prohibits:

- Illegal robocalls
- Use of autodialers without appropriate consent
- Caller ID spoofing for fraudulent or misleading purposes
- High-volume calling campaigns without lawful authorization

Customers are required to agree to the AUP as a condition of service.

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## **6. Traffic Monitoring and Detection**

Autophone monitors voice traffic patterns on an ongoing basis to identify potential indicators of illegal or abusive activity, including but not limited to:

- Unusual call volume spikes
- Short-duration or repetitive calling patterns
- High call failure rates
- Customer complaints or upstream carrier alerts

Autophone also relies on alerts, analytics, and enforcement actions initiated by its upstream voice service providers.

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## **7. Response to Suspected Robocall Activity**

When suspicious or potentially illegal robocall activity is identified, Autophone may take one or more of the following actions:

- Contact the customer for explanation and clarification
  - Request supporting documentation, including proof of consumer consent
  - Temporarily suspend service
  - Terminate service for confirmed violations
  - Cooperate with upstream carriers and law enforcement, as appropriate
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## **8. Complaint Handling and Investigations**

Autophone investigates complaints received from customers, upstream providers, regulatory authorities, or other stakeholders. Complaints are documented, reviewed, and addressed promptly.

Autophone cooperates fully with FCC inquiries and investigations related to robocall mitigation.

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## 9. Recordkeeping and Documentation

Autophone maintains records related to:

- Customer onboarding and vetting
- Complaints and investigations
- Enforcement actions taken

These records are retained for a reasonable period to demonstrate compliance with FCC requirements.

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## 10. Ongoing Review and Updates

Autophone reviews this Robocall Mitigation Plan periodically and updates it as necessary to reflect changes in services, upstream providers, regulatory requirements, or operational practices.

Autophone will update its Robocall Mitigation Database (RMD) filing within ten (10) business days of any material change to required information, including but not limited to contact information, corporate structure, service offerings, or mitigation practices, in accordance with FCC rules.

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## 11. Compliance Oversight

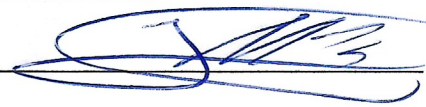
Autophone has designated a compliance representative responsible for oversight of robocall mitigation compliance, including monitoring regulatory developments, maintaining accurate RMD filings, coordinating with upstream providers (including SkySwitch), and ensuring timely updates and annual recertification.

## 12. Certification

I certify that the information contained in this Robocall Mitigation Plan is true, accurate, and complete to the best of my knowledge and that Autophone of Laredo complies with the FCC's robocall mitigation requirements.

**Authorized Representative:** Jorge Ernesto Boardman Cebado

**Title:** Network Manager

**Signature:** 

**Date:** 02/12/2026