

Robocall Mitigation Program Description

1. Company Information

- Company Name: Southeast Telecom, Inc. (SETCOM Voice & Data Networks, Inc.)
- FCC Registration Number (FRN): 0036392330
- Contact Person: G. Wayne Johnson / President
- Email / Phone: wayne.johnson@setcomla.net / 504-466-4243

2. Program Overview

Southeast Telecom, Inc. (SETCOM Voice & Data Networks, Inc.) is committed to preventing the origination and transmission of illegal robocalls on its network. Our Robocall Mitigation Program (RMP) implements proactive measures, monitoring systems, and customer verification processes to ensure compliance with FCC rules and industry best practices.

3. Call Authentication & STIR/SHAKEN Compliance

- We fully implement STIR/SHAKEN for all IP-based calls.
- For non-IP traffic, we apply equivalent robocall mitigation measures.

4. Customer Vetting & Onboarding

- Verify customer identity and business legitimacy before service activation.
- Require customers to agree to terms prohibiting illegal robocalls.
- Monitor high-risk accounts for unusual calling patterns.

5. Call Traffic Monitoring

- Use analytics tools to detect abnormal call volumes, short-duration calls, and known scam patterns.
- Flag and investigate suspicious traffic in real time.
- Suspend or terminate accounts engaged in illegal robocalling.

6. Complaint Handling & Reporting

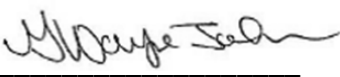
- Maintain a dedicated channel for robocall complaints.
- Investigate all reports promptly and take corrective action.
- Report illegal robocall activity to the FCC, traceback consortium, and law enforcement as required.

7. Ongoing Review & Improvement

- Conduct quarterly reviews of mitigation effectiveness.
- Update policies and technology in response to evolving robocall tactics.
- Provide employee training on detection and prevention.

8. Certification Statement

I certify that [Your Company Name] has implemented the above-described Robocall Mitigation Program and will maintain compliance with FCC rules.

Signature: 

Name & Title: G. Wayne Johnson / President

Date: 02/24/2026