

Here is a tailored **Robocall Mitigation Plan (RMD Plan)** for **TeleBridgePro LLC**:

TeleBridgePro LLC Robocall Mitigation Plan

Company Name: TeleBridgePro LLC

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Effective Date: 01/01/2025

I. Objective and Scope

TeleBridgePro LLC is committed to ensuring the integrity of its network and services by preventing illegal and fraudulent robocalls. As a newly established company, we are actively implementing measures to comply with the Federal Communications Commission (FCC) requirements, including the deployment of the STIR/SHAKEN framework upon obtaining our Operating Company Number (OCN).

This Robocall Mitigation Plan outlines the practices, policies, and technical measures employed to detect, prevent, and mitigate unlawful robocalls, ensuring full compliance with regulatory requirements.

II. Current Status

As a newly established company, TeleBridgePro LLC is in the process of:

1. **Obtaining our OCN** to register in the Robocall Mitigation Database (RMD).
2. **Implementing STIR/SHAKEN** to ensure caller ID authentication and combat spoofing.

In the interim, we have implemented stringent alternative measures to prevent illegal robocalls and safeguard our network.

III. Robocall Mitigation Practices

A. Acceptable Use Policy (AUP)

TeleBridgePro LLC has a robust Acceptable Use Policy in place to inform customers about prohibited activities, such as:

- Making illegal robocalls or engaging in fraudulent activities.
- Caller ID spoofing or manipulating caller information.
- Using services for unauthorized reselling or rebilling.

Customers in violation of these policies will face immediate suspension or termination of services.

B. Know Your Customer (KYC) Protocols

TeleBridgePro LLC employs strict KYC measures to verify the identity and legitimacy of all customers:

1. For Individual Customers:

- Verification through government-issued photo ID (e.g., driver's license, passport).
- Proof of address (e.g., utility bill, lease agreement).

2. For Business Customers:

- Verification of business credentials, including incorporation certificates, tax identification numbers, and operating licenses.
- Review of the company's physical address and online presence to ensure legitimacy.

C. Contractual Terms

All service agreements include specific provisions to:

- Prohibit unlawful activities, including illegal robocalls and caller ID spoofing.
- Require compliance with federal and state laws.
- Grant TeleBridgePro LLC the right to suspend services if any violations occur.

IV. Monitoring and Traffic Analysis

A. Traffic Monitoring

TeleBridgePro LLC continuously monitors network traffic to detect anomalies, including:

- High call volumes with short durations.
- Calls with invalid or suspicious caller IDs.
- Abnormal call termination patterns indicative of robocall activity.

B. Fraud Detection Systems

We use advanced fraud detection tools to identify and block illegal robocall traffic in real time. Alerts are generated when thresholds are exceeded, triggering immediate investigation by our team.

C. Mitigation Measures

When suspicious traffic is identified:

1. The affected services are suspended immediately.
2. Investigations are conducted to determine the source of the activity.

3. Customers are notified, and corrective actions are enforced.

V. Participation in Industry Traceback and Compliance

- **Industry Traceback Group (ITG):** TeleBridgePro LLC actively participates in traceback efforts to identify and mitigate the sources of illegal robocalls.
- **Law Enforcement Collaboration:** We cooperate fully with law enforcement agencies and regulatory bodies to address issues related to fraudulent or unlawful robocalls.

VI. STIR/SHAKEN Implementation

Upon receiving our OCN, TeleBridgePro LLC will:

1. Fully implement the **STIR/SHAKEN** framework to authenticate caller IDs and prevent spoofing.
2. Integrate this technology with our monitoring and fraud detection systems to enhance mitigation efforts.

VII. Certifications

- **FCC Registration:** TeleBridgePro LLC will register in the Robocall Mitigation Database upon obtaining our OCN.
- **Compliance Commitment:** TeleBridgePro LLC is committed to complying with all FCC regulations and maintaining an active role in industry-wide robocall prevention initiatives.

VIII. Conclusion

TeleBridgePro LLC is dedicated to preventing illegal and fraudulent robocalls. By implementing robust monitoring systems, enforcing strict customer verification protocols, and adopting STIR/SHAKEN, we aim to ensure our network remains secure and compliant with FCC standards.