

ROBOCALL MITIGATION PLAN

Company Name: RED STAR AUTO LLC

Company Email: deontehill@redstarauto.org

Company Type: Small VoIP Provider

FCC Registration Number (FRN): (you need to insert your FRN here)

1. Provider Type

RED STAR AUTO LLC is a small VoIP service provider operating in the United States, offering VoIP telephony services to retail and wholesale customers, including small businesses and call centers.

2. Certification of STIR/SHAKEN

RED STAR AUTO LLC certifies full STIR/SHAKEN implementation for all originated calls, compliance with 47 CFR § 64.6301, an active robocall mitigation program per § 64.6305(a), prompt 24-hour traceback response, and no prohibition or removal from the Robocall Mitigation Database.

3. Robocall Mitigation Program Description

We have implemented a comprehensive robocall mitigation program that includes:

☒ Know Your Customer (KYC):

All new customers undergo strict KYC vetting before activation.

We collect and validate: customer identity, physical address, intended use cases, call origination patterns, and traffic types.

Suspicious or unverifiable customers are rejected or terminated.

☒ Traffic Monitoring:

We actively monitor call patterns using automated tools and manual review.

Real-time alerts are generated for unusual traffic spikes, high short-duration calls (average <6 seconds), excessive call attempts, or invalid number dialing.

Calls are checked against DNO (Do Not Originate) lists, high-risk numbering blocks, and known fraud patterns.

☒ Caller ID Management:

We enforce valid caller ID usage and block known spoofed or invalid numbers.

All customers are required to comply with valid CLI (Calling Line Identification)

assignment, and random or dynamic spoofing is strictly prohibited.

☒ Complaint Handling and Traceback Cooperation:

We have a dedicated abuse desk reachable at abuse@redstarauto.org.

Any traceback requests received from the ITG (Industry Traceback Group) or enforcement agencies are responded to within 24 hours.

Accounts linked to fraudulent or unlawful robocall traffic are immediately suspended pending investigation.

☒ Mitigation Measures for High-Risk Traffic:

We apply real-time call analytics and fraud prevention systems on all calls, regardless of STIR/SHAKEN capabilities.

We block high-risk destinations and enforce rate limits where necessary.

We maintain up-to-date knowledge of FCC and industry robocall mitigation best practices.

4. Point of Contact for Robocall Mitigation

Name: Deonte Hill

Title: Compliance Manager

Email: deontehill@redstarauto.org

Phone: (Insert direct phone number here)

5. Summary Certification

By submitting this plan, RED STAR AUTO LLC certifies that:

We have implemented a robocall mitigation program designed to reasonably prevent the origination of illegal robocalls.

We will fully cooperate with traceback requests and take action against customers or traffic sources engaged in unlawful calling.

We will update this plan if there are any material changes to our robocall mitigation practices or STIR/SHAKEN status.