

# Robocall Mitigation Plan

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Business Name: James Goldston

Date: March 19, 2025

## 1. Introduction

This Robocall Mitigation Plan outlines the strategies and procedures that James Goldston, as a telecommunications service provider, will implement to reduce the origination of illegal robocalls on our network. We are committed to complying with the FCC's regulations and industry best practices.

## 2. Business Overview

James Goldston provides telecommunication services to customers in compliance with applicable federal and state regulations. Our business focuses on delivering reliable and secure voice communication services while actively protecting consumers from unlawful robocalls.

## 3. Robocall Mitigation Measures

James Goldston employs the following measures to mitigate robocalls:

- **Know Your Customer (KYC) Procedures:**  
We vet all customers during onboarding, including identity verification, service usage checks, and monitoring for suspicious behavior.
- **Traffic Monitoring and Analysis:**  
We monitor call traffic patterns to detect abnormal calling behavior (e.g., high-volume short-duration calls) which may indicate robocall activity.
- **Call Authentication (STIR/SHAKEN):**  
Where technically feasible, we implement STIR/SHAKEN call authentication protocols to verify the caller ID information on IP-based calls.
- **Network-Level Blocking:**  
We block calls identified as originating from known bad actors or suspicious sources based on industry robocall mitigation databases and internal analysis.

## 4. Handling Identified Robocalls

Upon detecting illegal robocall activity, we take immediate corrective actions which include:

- Notifying and investigating the customer account associated with the traffic.
- Suspending or terminating services for customers found to be violating robocall regulations.
- Reporting significant robocall activities to the relevant enforcement authorities as required.

## **5. Compliance and Reporting**

James Goldston is fully committed to meeting the FCC's robocall mitigation requirements. We will file and maintain this Robocall Mitigation Plan with the FCC's Robocall Mitigation Database and update it as necessary to reflect any changes.

## **6. Contact Information**

For any questions related to this Robocall Mitigation Plan, please contact:

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