

ROBOCALL MITIGATION PLAN

1. Introduction

The Robocall Mitigation Plan outlined herein provides a comprehensive overview of the policies, procedures, and technical strategies that have been implemented by Telecare LLC, a licensed telecommunications service provider. The primary objective of this plan is to prevent the initiation and dissemination of illegal and unwanted robocalls, which have become a significant nuisance for consumers. This document is submitted in accordance with the regulations set forth in 47 CFR § 64.6305 and the TRACED Act, ensuring that Telecare LLC adheres to federal guidelines aimed at combating robocalls. Furthermore, this plan is officially recorded in the FCC Robocall Mitigation Database, demonstrating our commitment to transparency and compliance in our efforts to protect consumers from unwanted communications.

2. Company Overview

- Company Name: Telecare LLC
- FCC 499 Filer ID: 837212
- FRN (FCC Registration Number): 0037171790
- Business Type: Facilities-based and/or VoIP telecommunications provider
- Services Provided: Voice origination, termination, SIP trunking.

3. STIR/SHAKEN Implementation

Status: Telecare LLC has fully implemented STIR/SHAKEN on the IP portions of its voice network.

Authentication Role: All eligible SIP calls originating on our network are authenticated using STIR/SHAKEN protocols.

4. Robocall Mitigation for Non-IP or Legacy Traffic

For call traffic that is not eligible for STIR/SHAKEN authentication (e.g., TDM interconnections), Telecare LLC implements a robust robocall mitigation framework, including:

4.1 Traffic Monitoring and Call Analytics

- Continuous monitoring of call detail records (CDRs) for:
 - High call volumes per second (CPS)
 - Short-duration calls
 - Suspicious call destinations or time patterns
- Use of industry-standard call analytics platforms for automated traffic analysis and anomaly detection.

4.2 Call Origin Vetting and Customer Onboarding

- All new customers undergo KYC (Know Your Customer) verification, including:
 - Business registration validation
 - Tax ID and corporate documents
 - Traffic intent disclosure and use case approval

- Prohibited use cases (e.g., scam robocalls, illegal lead generation) are contractually restricted.

4.3 Caller ID Integrity and Anti-Spoofing Controls

- Strict validation of outbound caller ID numbers.
- Prohibition of unassigned or invalid numbers.
- Real-time enforcement against caller ID spoofing.

4.4 Complaint Intake and Response

- Dedicated contact for robocall complaints: noc@tele-care.co
- All reports of unwanted or illegal robocalls are investigated within 24–48 hours.
- Customer traffic may be suspended or terminated upon verification of policy violations.

5. Third-Party Interconnection Policy

- Telecare LLC permits third-party call origination only under tightly controlled wholesale agreements.
- Each partner must demonstrate adherence to STIR/SHAKEN (if applicable), provide their robocall mitigation policies, and maintain compliance with FCC and ITG guidelines.
- Ongoing partner monitoring is enforced via interconnection audits and traffic profiling.

6. Registration and Compliance

- Telecare LLC has registered in the FCC Robocall Mitigation Database, affirming full STIR/SHAKEN implementation and mitigation practices for any non-IP traffic.
- We actively participate in traceback efforts led by the Industry Traceback Group (ITG) and respond to traceback requests promptly and cooperatively.

7. Recordkeeping and Data Retention

- Call detail records, attestation data, customer onboarding files, and robocall complaint logs are retained for a minimum of **24 months**, in compliance with regulatory and industry standards.

8. Employee Training and Accountability

- All operations, compliance, and technical personnel are trained on robocall prevention policies annually.
- Violations of policy may result in disciplinary action or termination of customer or partner relationships.

9. Plan Review and Updates

- This Robocall Mitigation Plan is reviewed on a **quarterly basis**, or sooner if required by regulation, new threat intelligence, or operational changes.
- Any substantial updates will be documented and filed accordingly.

10. Compliance Contact

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