

ROBOCALL MITIGATION PLAN

Converge Telecoms LLC

09/10/2025

Submitted to FCC Robocall Mitigation Database

SECTION 1: BASIC COMPANY INFORMATION

- **Company Name:** Converge Telecoms LLC
- **Your Address:** 1710 Hartley Rd, Tampa, FL 33619
- **Phone/Email:** (813) 595 – 1419 / info@convergetelecoms.com
- **FCC Registration:** 0036855666
- **Services:** Voice calling, SMS, and Fax.

SECTION 2: HOW YOU PREVENT ROBOCALLS

We block all calls from invalid phone numbers and only allow customers to call from numbers we've assigned to them or that they've properly transferred to our service.

2.2 Monitor Call Patterns

We monitor all customer calling patterns and investigate any suspicious activity, including high call volumes, short call durations, and customer complaints.

2.3 Customer Verification (Know Your Customer)

We verify the identity of all customers by collecting government-issued identification, business documentation, and physical addresses before providing service.

SECTION 3: CUSTOMER COMPLAINT HANDLING

We maintain a dedicated complaint process and investigate all robocall reports within 24 hours. We take appropriate action including blocking problematic numbers and suspending violating customers.

SECTION 4: COOPERATION WITH AUTHORITIES

We fully cooperate with FCC traceback investigations and law enforcement requests. Emilio Rodriguez serves as our primary contact for all regulatory inquiries.

SECTION 5: ENFORCEMENT ACTIONS

We enforce robocall violations through a progressive discipline system, including warnings, suspension, and termination of service for repeat offenders.

SECTION 6: CUSTOMER EDUCATION

We educate customers about robocall regulations through our website, welcome materials, and service agreements.

SECTION 7: RECORD KEEPING

We maintain comprehensive records of all robocall mitigation activities for a minimum of two years.

SECTION 8: REGULAR REVIEW

We review and update our robocall mitigation practices monthly and submit annual updates to the FCC if necessary.

Contact for Questions:

Emilio Rodriguez

Co-Founder

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(813) 595 - 1419