

Robocall Mitigation Plan (RMD)

VOIPURA NETWORKS LLC

1. Company Information

Legal Business Name: VOIPURA NETWORKS LLC

Robocall Mitigation Contact: Sophia Miller

Title: CEO

Department: Company Authorised Signatory

Contact Email: sophia.m@voipura.com

Contact Phone: 212-458-9648

Business Address:

9324 Menaul Blvd NE

Albuquerque, NM 87112

United States of America

2. Overview of Services

VOIPURA NETWORKS LLC provides SIP trunking, DID/Toll-Free provisioning, call termination/origination, hosted VoIP services, and enterprise campaign traffic. Only verified commercial clients are onboarded.

3. STIR/SHAKEN Implementation

STI-PA Registration: Completed

STI Certificate: Active

A-Level, B-Level, and C-Level signing is applied depending on verification level and traffic type.

4. Robocall Mitigation Program

Includes strict KYC, traffic monitoring, caller ID verification, content compliance, and real-time fraud detection.

4.1 KYC Verification

Business registration, EIN/Tax ID, ID of authorized person, website/domain verification, utility bill or bank statement when required.

4.2 Traffic Monitoring

Monitoring ASR, ACD, CPS, call patterns, invalid numbers, spikes, neighbor spoofing, and high-risk behavior.

4.3 Caller ID Validation

Every caller ID must have LOA or documentation. No unverified CNAM or spoofed IDs allowed.

4.4 Campaign Compliance

TCPA, FCC, and DNC compliance required. Pre-recorded messages require proof of consent.

5. Complaint Handling

Complaints accepted via abuse@voipura.com. Investigations begin within 24 hours. Tracebacks fully supported.

6. Enforcement & Termination

Immediate suspension for spoofing, TCPA violations, fraud, or repeated complaints. Permanent termination if unresolved.

7. Record Keeping

All KYC, logs, complaints, tracebacks, and documents kept for minimum 24 months.

8. Network Security Controls

TLS/SRTP, rate limiting, fraud detection, SIP auth monitoring, MFA for portals.

9. Traceback Cooperation

Full cooperation with USTelecom ITG, FCC, law enforcement, and carriers.

10. Compliance Commitment

VOIPURA NETWORKS LLC commits to preventing illegal robocalls and maintaining full FCC compliance.