

ROBOCALL MITIGATION PLAN

Company Name: EXTENRA LLC

FCC Registration Number (FRN): 0037701521

1. Introduction & Business Model

Extenra is a dynamic outbound sales partner helping businesses scale through high-performance cold calling and appointment setting. We utilize dialing software (Vicidial) to conduct legitimate lead generation and telemarketing activities. We are a non-facilities-based provider and do not own the network infrastructure. All calls are routed through compliant upstream providers (such as Twilio, Telnyx, or Sinch) that implement STIR/SHAKEN authentication.

2. Robocall Mitigation Steps

Since we do not technically implement STIR/SHAKEN on our own network leg, we have implemented the following Robocall Mitigation Program to prevent the origination of illegal robocalls:

A. Traffic Management and Monitoring:

- We strictly monitor our outbound traffic patterns.
- We analyze call durations to identify and investigate any high-volume, short-duration calls that may indicate unwanted robocalling behavior.

B. Caller ID Validation:

- We only use Caller ID numbers that we have the right to use.
- We prohibit the use of "spoofed" numbers with the intent to defraud, cause harm, or wrongfully obtain anything of value.
- All Caller IDs displayed are associated with our business operations to ensure call recipients can identify the calling party.

C. User Verification (Internal):

- Access to our dialing platform (Vicidial) is restricted to authorized agents/employees of EXTENRA LLC.
- We do not resell our VoIP services to anonymous third-party customers; therefore, we have complete oversight of the traffic originating from our system.

3. Commitment to Cooperation

EXTENRA LLC is fully committed to cooperating with the FCC, the Industry Traceback Group (ITG), and law enforcement agencies.

- We have designated a specific point of contact in the Robocall Mitigation Database to handle traceback requests.
- We commit to responding to all traceback requests fully and within 24 hours to help investigate and stop any illegal traffic.

Date: 12/04/2025

Omar Khairallah
Director, EXTENRA LLC