

Robocall Mitigation Program Description

Provider Name: [Rock Star Voip LLC]

FRN: 003799470

Date Updated: [February 6, 2026]

1. Purpose and Scope

This Robocall Mitigation Program (RMP) outlines the reasonable steps by io Tran LLC (White label Hosted PBX Platform Owner) & Rock Star Voip LLC (Reseller) takes to ensure that its network is not used to originate, carry, or process illegal, unlawful, or fraudulent robocalls. This plan applies to all voice services provided by [Insert Company Name] using North American Numbering Plan (NANP) resources.

2. STIR/SHAKEN Implementation

io Tran LLC & Rock Star Voip LLC are committed to the adoption of STIR/SHAKEN caller ID authentication standards to combat spoofing.

- **Status:** [Choose one: Fully Implemented / Partially Implemented / Not Implemented - Exempt]
- **Action Plan:** [If not fully implemented, describe the specific steps, including timelines, for implementing STIR/SHAKEN on your network, or explain why you are exempt due to technical limitations (e.g., TDM infrastructure)].

3. Know Your Customer (KYC) Practices

To prevent illegal traffic, io Tran LLC & Rock Star Voip LLC (Reseller) adheres to strict onboarding and monitoring procedures for customers.

- **Onboarding Verification:** We vet all new business customers by requiring proof of identity, physical address, business purpose, and intended call traffic types.
- **Contractual Terms:** Our Terms of Service explicitly prohibit the use of our network for illegal robocalling or spoofing. Violations result in immediate suspension or termination of service.
- **Traffic Monitoring:** We analyze customer call data (CDR) to identify unusual patterns, such as a high volume of short-duration calls, which may indicate illegal automated activity.

4. Reasonable Mitigation Steps

Io Tran LLC & Rock Star Voip LLC employs the following measures to identify and block illegal traffic:

- **"Do Not Originate" (DNO) List:** We actively block calls originating from numbers on known DNO lists (e.g., invalid numbers, unallocated numbers, or numbers known to be used for scams).
- **Automated Analytics:** We use real-time analytics to identify suspect traffic patterns (e.g., high-volume, spoofed caller IDs) and flag them for immediate investigation.
- **Immediate Action:** When illegal traffic is detected, we take immediate action to block the specific numbers or terminate the customer account involved.

5. Traceback Cooperation

Io Tran LLC & Rock Star Voip LLC (Reseller) commits to cooperating with the FCC, law enforcement, and the industry traceback consortium to investigate illegal robocalls.

- **24-Hour Response:** We will respond to all traceback requests within 24 hours.
- **Traceback Coordinator:** [io Tran LLC Help Desk Porting DID phone number department
- Phone number 202-747-0064] has been designated as the primary contact for traceback investigations.

6. Blocking Non-Compliant Traffic

In accordance with FCC regulations, io Tran LLC will block calls from any voice service provider that is not listed in the FCC Robocall Mitigation Database.

7. Certification and Filing

[Rock Star Voip LLC (Reseller)] has registered and certified this Robocall Mitigation Program in the FCC's Robocall Mitigation Database. We will update our filing annually and whenever information changes.
