



Company Name: Complete Voice, LLC.

Voice Service Provider Type: Interconnected VoIP

Certification: "Non-fully STIR/SHAKEN"

A. Robocall Mitigation Plan Summary:

Step 1: We utilize CoreDial as our upstream provider. CoreDial implements STIR/SHAKEN on our behalf for all outbound calls.

Step 2: We will monitor traffic for high volumes of short-duration calls (potential robocalls) and restrict user access if suspicious behavior is detected.

Step 3: We will comply with all FCC requests for information regarding caller identification, including tracing malicious calls to their source within 24 hours.

Step 4: We ensure all SIP trunks are authenticated with valid credentials and utilize IP authentication/whitelist trusted networks.

B. Customer Vetting and Compliance (Know Your Customer)

- **Customer Agreements:** Complete Voice, LLC. requires all customers to sign contracts expressly prohibiting the transmission of illegal, unauthorized, or spoofed robocalls.
- **KYC Procedures:** We verify customer identities, including obtaining Business Tax IDs (or non-US equivalent), physical address, and nature of business before provisioning services.

C. Traceback Cooperation

- Complete Voice commits to responding to all traceback requests from the FCC, law enforcement, or the Industry Traceback Group within 24 hours.
- Upon detection of illegal traffic, we will take immediate corrective action, including suspending the customer account.

D. Certification

I certify that [Company Name] is following this robocall mitigation plan to prevent the origination or transmission of illegal robocalls on its network.

• **Authorized Signature:** 

Name: Matt Jenkins

Title: CIO

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