

Robocall Mitigation Program

Zangar Enterprises, LLC

Zangar Enterprises, LLC is a non-facilities-based interconnected VoIP voice service provider operating as an originating provider of outbound voice traffic. The company maintains and enforces a comprehensive robocall mitigation program designed to prevent the origination and transmission of illegal, spoofed, or unauthorized traffic.

1. Know Your Customer (KYC) Procedures

All clients and campaigns are subject to identity verification prior to activation. This includes verification of legal entity status, EIN validation, business registration review, and confirmation of lawful business purpose. High-risk verticals undergo enhanced due diligence review before approval.

2. Consent & Compliance Controls

All outbound calling activity requires documented prior express consent where applicable under TCPA and related federal regulations. Clients must maintain and provide consent records upon request. Automated and prerecorded message usage must comply with federal and state calling regulations.

3. Traffic Monitoring & Analytics

Outbound traffic patterns are actively monitored, including answer rates, short-duration calls, high-volume bursts, abnormal calling ratios, and complaint indicators. Suspicious or anomalous traffic is flagged for immediate internal review.

4. Spoofing Prevention Measures

Caller ID usage is restricted to authorized numbers assigned to or validated for the client. Unauthorized caller ID substitution is prohibited. CNAM and caller ID records must match assigned DIDs.

5. STIR/SHAKEN Implementation Status

Zangar Enterprises is committed to implementing STIR/SHAKEN call authentication in accordance with FCC regulations. Where full implementation is not yet active, all originating traffic is subject to mitigation controls and traceback readiness requirements.

6. Traceback Cooperation

Zangar Enterprises responds to industry traceback requests within 24 hours and cooperates fully with authorized traceback consortiums and enforcement agencies.

7. Enforcement Policy

Any customer found to be transmitting illegal robocalls, spoofed traffic, or non-consented campaigns is subject to immediate suspension and termination. Repeat or egregious violations result in permanent service denial.

8. Record Retention

Call detail records (CDRs), customer verification documentation, and compliance documentation are retained in accordance with FCC guidance and applicable federal regulations.

Contact Information

Zane Garcia

Zangar Enterprises, LLC

1134 East 900 South #8

St. George, UT 84790

Support@zangarenterprises.com