

ROBOCALL MITIGATION PROGRAM DESCRIPTION

DOCTOR REPAIR LLC

Fecha: March 16, 2026

1. INTRODUCTION

DOCTOR REPAIR LLC operates as a wholesale Voice over Internet Protocol (VoIP) service provider and intermediate carrier. We provide SIP trunking services to business customers who operate their own PBX systems. We do not originate calls directly to end consumers; rather, we facilitate voice traffic originated by our downstream business customers and transmitted through our upstream carrier partners, including Voxbeam Telecommunications.

2. CUSTOMER DUE DILIGENCE (KYC)

We implement Know-Your-Customer (KYC) procedures for all new customers:

- Verification of business registration and legal entity status
- Collection of valid government-issued identification for authorized representatives
- Verification of physical business address
- Review of intended use case and traffic patterns
- Prohibition of anonymous or prepaid account structures

3. TRAFFIC MONITORING

We employ the following measures to detect potential illegal robocall activity:

- Monitoring for unusual traffic patterns (high volume, short duration calls)
- Caller ID validation to ensure numbers are valid and assigned
- Blocking of calls to high-risk destinations (911, emergency services, government hotlines)
- Real-time monitoring of ASR (Answer Seizure Ratio) and ACD (Average Call Duration) anomalies

4. STIR/SHAKEN IMPLEMENTATION

While **DOCTOR REPAIR LLC** does not directly implement STIR/SHAKEN authentication frameworks, we utilize upstream carriers (Voxbeam Telecommunications) that have fully implemented STIR/SHAKEN across their networks. All voice traffic transmitted through our network is authenticated and attested by our upstream partners in compliance with 47 CFR § 64.6301.

5. RESPONSE TO TRACEBACK REQUESTS

We commit to:

- Responding fully to all traceback requests within 24 hours of receipt
- Cooperating with the Commission, law enforcement, and the Industry Traceback Group
- Providing all available call detail records (CDRs), customer identification, and technical information requested
- Immediately suspending or terminating service to any customer identified as originating illegal robocalls

6. PROHIBITED ACTIVITIES

We explicitly prohibit:

- Spoofing of Caller ID information
- Transmission of calls with invalid or unassigned numbers
- Telemarketing calls to numbers on the National Do Not Call Registry (unless exempted)
- Calls using automatic dialing equipment for unsolicited commercial purposes without consent

7. ENFORCEMENT AND REMEDIATION

Upon discovery of potential illegal robocall activity:

- Immediate suspension of the customer's service pending investigation

- Preservation of all relevant records for 24 months
- Notification to appropriate law enforcement if criminal activity is suspected
- Termination of service agreements with customers found to be in violation

8. COMPLIANCE OFFICER

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This Robocall Mitigation Program is effective immediately and will be reviewed annually or upon significant changes to our business operations.