

Robocall Mitigation Plan (2026)

Company Name: RAJVEER AND CHAHAT COMMUNICATIONS LLC

1. Company Overview

RAJVEER AND CHAHAT COMMUNICATIONS LLC is a U.S.-based telecommunications service provider offering VoIP services including inbound DID services, outbound termination, and enterprise voice solutions.

Mailing Address:

117 S Lexington Street Ste 100, Harrisonville, MO 64701, USA

Principal Address:

2312 St Clair Ave, Brentwood, MO 63144, USA

Key Contacts:

- CEO/CFO: Rajveer Datta (rajveer@raccommunications.co)*
 - President/CTO: Chahat Gill (chahat@raccommunications.co)*
 - General Contact: info@raccommunications.co*
 - Phone: +1 855-374-7207*
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2. Regulatory Compliance Commitment

RAJVEER AND CHAHAT COMMUNICATIONS LLC is fully committed to compliance with all applicable U.S. regulations, including:

- FCC Robocall Mitigation Rules (47 CFR § 64.6300 et seq.)*
- Telephone Consumer Protection Act (TCPA)*
- TRACED Act requirements*
- STIR/SHAKEN framework obligations*
- FCC Robocall Mitigation Database (RMD) certification requirements*

The company maintains an active compliance program designed to prevent the origination, transmission, or facilitation of illegal robocalls.

3. Network Architecture & Traffic Flow

The company operates as a non-facilities-based VoIP provider utilizing upstream carrier interconnections.

- All outbound traffic is routed via STIR/SHAKEN-compliant upstream carriers*
 - Inbound DID services are provisioned through vetted carrier partners*
 - The company does not directly operate PSTN interconnection infrastructure*
 - Traffic is managed via SIP-based routing platforms with strict access controls*
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4. STIR/SHAKEN Implementation Status (2026)

RAJVEER AND CHAHAT COMMUNICATIONS LLC operates under a partial STIR/SHAKEN implementation model:

Current State

- Calls are authenticated through upstream carriers using their SPC tokens*
- Only carriers listed in the FCC RMD are used for routing traffic*
- Attestation levels (A/B/C) are applied based on call origination trust*

Planned Enhancements (2026 Roadmap)

- Obtain own SPC Token from authorized STI-PA*
 - Deploy STI-AS (Authentication Service)*
 - Deploy STI-VS (Verification Service)*
 - Enable direct call signing for outbound traffic*
 - Implement attestation governance framework*
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5. Customer Onboarding & KYC Procedures

The company enforces strict Know Your Customer (KYC) policies:

Required Documentation

- Government-issued ID (for individuals)*

- *Certificate of Incorporation / LLC documents*
- *EIN confirmation letter*
- *Proof of address*
- *Business website and service description*

Verification Process

- *Identity validation and fraud screening*
- *Business legitimacy checks*
- *Risk scoring based on use case and traffic profile*
- *Manual approval by compliance team*

Restricted Use Cases

The following are strictly prohibited:

- *Robocalling campaigns without consent*
- *Spoofing or invalid Caller ID usage*
- *IRS scams, SSA scams, warranty scams, or phishing campaigns*
- *High-risk verticals without prior approval*

6. Traffic Monitoring & Analytics

RAJVEER AND CHAHAT COMMUNICATIONS LLC employs real-time and post-call analytics:

Monitoring Parameters

- *ACD (Average Call Duration)*
- *ASR (Answer-Seizure Ratio)*
- *CPS (Calls Per Second)*
- *Call volume spikes*
- *Short-duration call patterns*
- *High call failure ratios*

Fraud Detection

- *AI-based pattern recognition (planned 2026 upgrade)*
 - *Blacklist and reputation database checks*
 - *Geo-based anomaly detection*
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7. Caller ID Authentication & Validation

- *All customers must use valid, assigned, and reachable Caller IDs*
 - *Caller IDs must have active inbound capability*
 - *CLI spoofing is strictly prohibited*
 - *Regular audits are conducted on CLI usage*
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8. Robocall Mitigation Actions

Upon detection of suspicious or illegal traffic:

Immediate Actions

- *Automatic traffic blocking*
- *Temporary suspension of account*
- *Alert to compliance team*

Investigation Process

- *Review call detail records (CDRs)*
- *Analyze call patterns and customer activity*
- *Request explanation and supporting documents from customer*

Final Actions

- *Permanent account termination (if violation confirmed)*
 - *Blocking of associated DID's and IP's*
 - *Reporting to upstream carriers and authorities if required*
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9. Upstream & Downstream Partner Compliance

- *Only work with FCC RMD-registered carriers*
 - *Require STIR/SHAKEN compliance from all partners*
 - *Maintain interconnection agreements with compliance clauses*
 - *Regularly review partner traffic quality and reputation*
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10. Record Keeping & Documentation

The company maintains records for compliance and auditing:

- *Customer KYC documentation*
- *Traffic logs and CDRs*
- *Complaint records*
- *Enforcement actions taken*
- *Carrier agreements*

Retention period: Minimum 2 years or as required by law

11. Complaint Handling & Response

- *Dedicated compliance email: info@raccommunications.co*
 - *Complaints are reviewed within 24–48 hours*
 - *Immediate action is taken if a violation is confirmed*
 - *Cooperation with FCC, law enforcement, and traceback requests*
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12. Internal Compliance Governance

- *Designated compliance officer/team*
 - *Regular staff training on FCC and TCPA rules*
 - *Quarterly compliance reviews*
 - *Continuous policy updates based on regulatory changes*
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13. Zero-Tolerance Policy

RAJVEER AND CHAHAT COMMUNICATIONS LLC enforces a strict zero-tolerance policy for:

- Illegal robocalls*
- Caller ID spoofing*
- Fraudulent or deceptive practices*

Any violation results in immediate termination of services.

14. 2026 Compliance Enhancements

For 2026, the company is implementing:

- Full STIR/SHAKEN deployment (SPC token + signing)*
 - Advanced AI-based fraud detection*
 - Real-time compliance dashboards*
 - Automated traceback response system*
 - Enhanced carrier-level filtering controls*
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15. Conclusion

RAJVEER AND CHAHAT COMMUNICATIONS LLC is fully committed to preventing illegal robocalls and maintaining the highest standards of regulatory compliance. Through strict customer vetting, real-time traffic monitoring, upstream carrier enforcement, and ongoing technological upgrades, the company ensures a secure and compliant telecommunications environment.