

HighTech Voice Telecom LLC

Robocall Mitigation Plan (RMP)

1. Service Definition

HighTech Voice Telecom LLC ("HighTech Voice") provides interconnected VoIP and related voice services. All voice traffic originating on, transiting through, or terminating on the HighTech Voice network is subject to this Robocall Mitigation Program, in accordance with 47 CFR § 64.6300 et seq.

2. Scope & Zero-Tolerance Policy

HighTech Voice maintains a strict zero-tolerance policy toward illegal robocalling, caller ID spoofing, traffic pumping/artificial inflation, and violations of the TCPA or consent requirements. This policy applies to all retail and wholesale customers, upstream providers, and downstream partners. Any entity suspected of illegal robocalling activity is subject to investigation, blocking, suspension, or termination.

3. Know Your Customer (KYC) & Customer Vetting

HighTech Voice conducts rigorous onboarding and verification for all customers.

Required documentation:

- Articles of Incorporation or equivalent
- Government-issued ID of responsible parties
- Beneficial ownership disclosure
- Campaign description and scripts
- Proof of consent collection
- TCPA compliance policies
- Dialing platform details
- Proof of number authorization

Enhanced due diligence applies to high-risk customers.

4. STIR/SHAKEN Implementation Status

HighTech Voice is fully STIR/SHAKEN compliant. All IP-based voice traffic is authenticated in accordance with 47 CFR § 64.6301. A-level attestation is applied where appropriate. Non-IP traffic is subject to enhanced mitigation.

5. Call Authentication & Anti-Spoofing Controls

Caller ID must match authorized numbers. Invalid or unallocated numbers are blocked. Caller ID manipulation is prohibited without approval.

6. Traffic Monitoring & Analytics

HighTech Voice uses analytics tools to monitor traffic, detect anomalies, and block suspicious calls. Violations trigger investigation and enforcement.

7. Traceback Cooperation

HighTech Voice responds to traceback requests within 24 hours and cooperates with the Industry Traceback Group and law enforcement. Illegal traffic is blocked immediately.

8. Enforcement & Mitigation

Actions include blocking, restrictions, suspension, or termination of service.

9. Compliance Oversight

HighTech Voice maintains a Robocall Mitigation Officer, conducts audits, and trains staff.

10. Record Retention

Records are retained for at least five years, including onboarding, analytics, and enforcement records.

11. FCC Certification

HighTech Voice certifies full STIR/SHAKEN implementation and active mitigation.

12. Continuous Improvement

HighTech Voice continuously updates its practices based on FCC guidance and industry standards.