

SEN VOICE TELE LLC

Robocall Mitigation Plan (RMP)

Confidential & Compliance Document
Prepared for FCC Robocall Mitigation Database Filing

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Robocall Mitigation Plan

1. Service Definition

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

2. Zero-Tolerance Policy

SEN VOICE TELE LLC maintains a strict zero-tolerance policy toward illegal robocalling, caller ID spoofing, traffic pumping, and TCPA violations. Violators are subject to suspension or termination.

3. Customer Verification (KYC)

Customers must provide incorporation documents, ID verification, ownership disclosure, campaign details, consent proof, TCPA policies, dialing platform details, and number authorization.

4. STIR/SHAKEN Compliance

SEN VOICE TELE LLC is fully STIR/SHAKEN compliant and applies A-level attestation where applicable. Non-IP traffic is subject to mitigation controls.

5. Call Authentication Controls

Caller ID must match authorized numbers. Invalid or spoofed numbers are blocked.

6. Monitoring & Analytics

Traffic is continuously monitored using analytics systems to detect suspicious patterns and enforce compliance.

7. Traceback Cooperation

Traceback requests are handled within 24 hours with full cooperation with industry and regulatory bodies.

8. Enforcement Actions

Actions include blocking, restriction, suspension, or termination of services.

9. Compliance Oversight

A Robocall Mitigation Officer oversees compliance, audits, and training.

10. Record Retention

Records are retained for at least five years.

11. FCC Certification

SEN VOICE TELE LLC Voice certifies compliance with FCC robocall mitigation requirements.

12. Continuous Improvement

Practices are continuously updated based on FCC guidance and industry standards.