

Robocall Mitigation Plan

Company: Enhanced Telecommunications Services, LLC
FCC Registration Number (FRN): 0033207945

Purpose

This Robocall Mitigation Plan is adopted pursuant to 47 CFR §64.6305 and is submitted in connection with registration in the FCC Robocall Mitigation Database. Enhanced Telecommunications Services, LLC implements the policies and procedures described herein to prevent the origination, transit, or termination of illegal robocalls on its network.

STIR/SHAKEN Status

Enhanced Telecommunications Services, LLC does not originate calls directly to the public switched telephone network. As a non-facilities-based provider, the company relies on upstream providers that have implemented STIR/SHAKEN authentication and verification where required. Traffic is accepted only from providers that certify compliance with applicable FCC robocall mitigation and authentication requirements.

Traffic Monitoring and Analytics

The company monitors call traffic for indicators of illegal or suspicious activity, including but not limited to abnormal call volumes, short-duration calls, repeated calling patterns, and consumer complaint data where available. Traffic identified as potentially unlawful is investigated and escalated as appropriate.

Know-Your-Customer (KYC) Procedures

Enhanced Telecommunications Services, LLC applies Know-Your-Customer procedures prior to onboarding customers or downstream providers. These procedures include identity verification, validation of business purpose, confirmation of regulatory standing, and contractual prohibitions against illegal robocalling and spoofing.

Mitigation Actions

If illegal robocalling or spoofing is suspected, the company may take mitigation actions including traffic blocking, suspension of service, termination of customer relationships, and notification to upstream providers or regulators as appropriate.

Traceback Cooperation

Enhanced Telecommunications Services, LLC commits to fully and promptly cooperating with industry traceback efforts and regulatory inquiries. The company will respond to traceback requests within 24 hours of receipt and will provide relevant call records to the extent permitted by law.

Record Retention

Records related to call traffic, customer onboarding, and mitigation actions are retained for a minimum period consistent with FCC requirements and applicable law.

Certification

I certify that the foregoing information is true and accurate to the best of my knowledge, and that Enhanced Telecommunications Services, LLC has implemented the robocall mitigation measures described herein.

Authorized Representative: _____

Title: _____

Date: _____