



ROBOCALL MITIGATION PLAN (RMD)

ALTAENERGY GROUP, LLC

1. Company Information

Legal Name: ALTAENERGY GROUP, LLC

State ID: LC014614575

Date of Incorporation: March 4, 2025

Principal Address:

1712 Pioneer Ave Ste 7000
Cheyenne, WY 82001-4406, USA

Registered Address:

117 S Lexington St Ste 100
Harrisonville, MO 64701-2444, USA

CEO / Owner: Charles McQueen

Phone: (360) 561-3539

Email: charles@altaenergygroup.us

Operating Company Number (OCN): 882N

2. Purpose of This Plan

This Robocall Mitigation Plan is developed in compliance with regulations established by the Federal Communications Commission under mandates such as:

- FCC 20-42
- FCC 21-123
- FCC 22-37

The purpose of this plan is to:



- Prevent unlawful robocalls
- Detect and mitigate suspicious traffic
- Ensure compliance with U.S. telecom laws including TCPA
- Protect consumers and upstream carriers
- Maintain full participation in the Robocall Mitigation Database (RMD)

3. Business Overview

ALTAENERGY GROUP, LLC operates as a telecommunications service provider offering:

- Wholesale VoIP termination
- SIP trunking services
- DID origination
- Enterprise communication solutions

The company serves:

- Businesses
- Call centers
- Telecom resellers
- Enterprise clients with legitimate communication needs

4. Network Architecture & Technology

ALTAENERGY GROUP, LLC utilizes a modern VoIP infrastructure including:

- Class 4 Softswitch (e.g., SIP routing platforms such as OpenSIPS/Kamailio)
- SIP-based interconnections



- LCR (Least Cost Routing) systems
- Real-time CDR monitoring
- IP authentication & trunk-level control

Security Layers

- IP whitelisting
- SIP authentication
- Traffic profiling systems
- Fraud detection engines
- Rate limiting & CPS controls

5. STIR/SHAKEN Implementation

ALTAENERGY GROUP, LLC complies with STIR/SHAKEN requirements.

Implementation Details:

- Outbound calls are signed using STIR/SHAKEN protocols
- Inbound calls are verified for attestation level
- Calls without valid attestation may be blocked or flagged

Attestation Levels:

- **A-Level:** Full attestation for verified enterprise customers
- **B-Level:** Partial attestation for known customers
- **C-Level:** Gateway attestation (limited trust)

Policy:

- Preference is given to signed traffic
- Unsigned or invalid calls may be rejected or restricted



6. Customer Onboarding & KYC Procedures

ALTAENERGY GROUP, LLC enforces strict **Know Your Customer (KYC)** procedures before onboarding any client.

Required Documents:

- Legal business registration
- EIN / Tax ID
- FCC Registration Number (FRN) (if applicable)
- 499A Filer ID (if applicable)
- RMD Registration proof
- Valid government-issued ID (for individuals)

Additional Verification:

- Business website verification
- Traffic use-case declaration
- Expected traffic profile (ACD, ASR, CPS)
- Trade references (if required)

Approval Process:

- Compliance review
- Risk scoring
- Final approval by compliance team

7. Traffic Policies

Allowed Traffic:

- Customer support calls
- Appointment reminders



- Transactional communications
- Verified enterprise outbound traffic

Prohibited Traffic:

- Illegal robocalls
- Spoofed caller ID
- Scam or phishing calls
- Calls to DNC-listed numbers without consent
- Brand impersonation

8. Do Not Call (DNC) Compliance

ALTAENERGY GROUP, LLC maintains strict adherence to DNC regulations.

Measures:

- Integration with national and state DNC lists
- Customer-level DNC filtering options
- Mandatory consent verification for outbound campaigns

Policy:

- DNC filtering is enabled by default
- Exceptions allowed only for:
 - Existing business relationships
 - Documented customer consent

9. Traffic Monitoring & Analytics

The company employs real-time monitoring tools to detect suspicious traffic patterns.

**Monitored Metrics:**

- ASR (Answer Seizure Ratio)
- ACD (Average Call Duration)
- CPS (Calls Per Second)
- Call completion rates
- Call distribution patterns

Red Flags:

- Extremely low ACD
- High call volume with low answer rates
- Repeated calls to same numbers
- Unusual geographic patterns

10. Fraud Detection & Mitigation

ALTAENERGY GROUP, LLC utilizes advanced fraud detection systems:

Systems Used:

- AI-based traffic analysis
- Pattern recognition engines
- Blacklist databases
- Call analytics tools

Mitigation Actions:

- Immediate traffic blocking
- Rate limiting
- Account suspension
- Investigation and reporting



11. Traceback Response Process

ALTAENERGY GROUP, LLC actively participates in traceback efforts.

Process:

1. Receive traceback request
2. Identify customer/source of traffic
3. Retrieve call records (CDRs)
4. Analyze call patterns
5. Take corrective action

Response Time:

- Within 24 hours (or faster when required)

Actions Taken:

- Suspend offending customer
- Block traffic routes
- Provide investigation report to upstream carriers

12. Enforcement & Penalties

Violations of company policies result in strict enforcement actions:

First Violation:

- Warning + temporary suspension

Repeated Violations:

- Permanent account termination

Severe Violations:

- Immediate termination



- Reporting to authorities
- Blacklisting

13. Record Keeping

ALTAENERGY GROUP, LLC maintains detailed records:

- Call Detail Records (CDRs)
- Customer KYC documents
- Traffic logs
- Complaint records

Retention Period:

- Minimum of 12–24 months

14. Employee Training & Compliance

- Regular compliance training programs
- Awareness of FCC and TCPA regulations
- Fraud detection training
- Escalation procedures

15. Continuous Improvement

ALTAENERGY GROUP, LLC is committed to:

- Updating systems based on regulatory changes
- Enhancing fraud detection capabilities
- Improving monitoring tools
- Conducting regular compliance audits



16. Certification

ALTAENERGY GROUP, LLC certifies that:

- It has implemented robocall mitigation practices
- It actively monitors and prevents illegal traffic
- It complies with all applicable FCC regulations
- It maintains accurate and updated information in the RMD database

17. Contact for Compliance

Compliance Officer: Charles McQueen

Email: charles@altaenergygroup.us

Phone: (360) 561-3539

18. Declaration

I, Charles McQueen, CEO of ALTAENERGY GROUP, LLC, certify that the information provided in this Robocall Mitigation Plan is accurate and that the company is committed to full compliance with all applicable laws and regulations.

Authorized Signature:

Charles McQueen

CEO, ALTAENERGY GROUP, LLC