

Robocall Mitigation Plan Hugo Communications LLC

Company Name: Hugo Communications LLC

Business Address: 2530 St Rose Pkwy Suite 130, Henderson, NV 89074, USA

FCC Registration Number (FRN): 0038313029

1. Overview

Hugo Communications LLC is a Voice Service Provider operating within the United States. The company is committed to complying with FCC regulations under 47 CFR § 64.6305 and § 64.6301 regarding robocall mitigation and STIR/SHAKEN implementation.

2. STIR/SHAKEN Implementation

Hugo Communications LLC has fully implemented the STIR/SHAKEN framework across its network. All outbound calls are authenticated and signed to ensure caller ID integrity and prevent spoofing.

3. Know Your Customer (KYC) Procedures

All customers undergo strict onboarding verification including identity validation, business verification, and traffic profiling before activation.

4. Know Your Traffic (KYT) Monitoring

Traffic is continuously monitored using automated and manual systems to detect abnormal patterns such as high call volumes, short duration calls, or suspicious destinations.

5. Mitigation Actions

In case of suspicious or illegal traffic, Hugo Communications LLC immediately blocks the traffic, suspends the account, and investigates further. Repeat violations result in permanent termination.

6. Traceback Cooperation

The company commits to respond within 24 hours to traceback requests from the FCC, law enforcement, and industry traceback consortiums.

7. Call Chain Role

Hugo Communications LLC operates as a Voice Service Provider serving end-users with direct responsibility for call origination and authentication.

8. Record Keeping

All call detail records (CDRs) and customer records are maintained securely for compliance and auditing purposes.

9. Compliance Statement

Hugo Communications LLC certifies that it has not been subject to any enforcement actions related to illegal robocalls and maintains full compliance with FCC regulations.

Authorized Signatory:

Ava Robinson