

ROBOCALL MITIGATION PROGRAM (RMD)

Company: Veleancia Global LLC

FRN: 0038315834

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1. Overview

Veleancia Global LLC operates as a Voice Service Provider delivering voice services to end-users. The company is committed to preventing illegal robocalls, caller ID spoofing, and fraudulent traffic.

2. Network Role & Call Flow

Acts as originating and terminating provider for end-users. Traffic originates from verified customers and is routed via approved upstream carriers.

3. STIR/SHAKEN Implementation

Fully compliant. All outbound calls are signed with appropriate attestation levels.

4. Customer Vetting & KYC

Includes ID verification, business validation, and use-case declaration.

5. Traffic Monitoring

Includes anomaly detection, call pattern monitoring, and complaint tracking.

6. Mitigation Actions

Immediate blocking, suspension, and reporting for illegal traffic.

7. Third-Party Tools

Uses traceback consortium and analytics systems.

8. Caller ID Policy

Only validated numbers allowed. No spoofing permitted.

9. Record Keeping

CDRs and logs retained for minimum 24 months.

10. Compliance Program

Dedicated compliance officer and internal audits.

11. Complaint Handling

All complaints investigated within 24–48 hours.

12. Certification

Company certifies compliance with FCC robocall mitigation requirements.