

Robocall Mitigation Plan

VOIPSTERRA LLC

Company Information

- **Company Name:** VOIPSTERRA LLC
- **FRN:** 0038336475
- **FCC Form 499 Filer ID:** 838865

STIR/SHAKEN Implementation Status

VOIPSTERRA LLC has not yet fully implemented STIR/SHAKEN but is actively working towards implementation.

The company is currently engaging with authorized vendors and completing required technical and regulatory steps required for STIR/SHAKEN deployment.

Until full implementation, VOIPSTERRA LLC relies on a comprehensive robocall mitigation program to prevent illegal robocalls.

Robocall Mitigation Program

VOIPSTERRA LLC takes affirmative, effective measures to prevent its network from being used to originate illegal robocalls.

1. Know Your Customer (KYC) Procedures

- Identity verification of all customers prior to service activation
- Collection of valid identification and business documentation
- Risk-based customer onboarding and screening

2. Traffic Monitoring & Analytics

- Continuous real-time monitoring of inbound and outbound call traffic
- Identification of suspicious patterns including:
 - High call volume spikes
 - Short-duration calls
 - Sequential or auto-dialing behavior

3. Call Blocking & Filtering

- Immediate blocking of suspicious or potentially illegal traffic
- Use of automated fraud detection and filtering systems

4. Do-Not-Originate (DNO) Protection

- Blocking of calls from invalid, unallocated, or spoofed numbers
- Use of industry-standard Do-Not-Originate lists

5. Traceback Cooperation

VOIPSTERRA LLC fully cooperates with traceback efforts and industry partners including the **U.S. Telecom Industry Traceback Group**.

The company responds to traceback requests within **24 hours** or within the timeframe required by regulators.

6. Upstream Provider Compliance

- Only reputable and compliant upstream carriers are utilized
- Preference is given to providers that have implemented STIR/SHAKEN

7. Downstream Customer Enforcement

- Customers are required to comply with all applicable robocall laws and regulations
- Any violation results in:
 - Immediate suspension
 - Termination of services

8. Record Retention

- Call Detail Records (CDRs) are maintained
- Logs and records are retained and made available upon request for regulatory or traceback purposes

9. Regulatory Compliance

VOIPSTERRA LLC complies with all applicable regulations set by the **Federal Communications Commission** regarding robocall mitigation and prevention.