

Robocall Mitigation Plan

1. Company Information

Onemind Services LLC

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Dublin, CA 94568

FCC FRN: 0031483217

Contact: Deen Adam, Director, Voice Services

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1.1 Company Principals

Onemind Services LLC designates the following individuals as company principals responsible for robocall mitigation compliance:

- Deepak Ahuja – CTO & Compliance Officer – dahuja@onemindservices.com – 510-598-9106
- Deen Adam – Director, Voice Services – info@onemindservices.com – 408-531-6777
- Ryan Ring – Partner – ryan@onemindservices.com – 530-848-0088

2. Purpose of this Plan

This Robocall Mitigation Plan describes the measures that Onemind Services LLC has implemented to prevent, detect, and respond to illegal and unlawful robocall traffic, in compliance with the Federal Communications Commission's rules and the requirements of the Robocall Mitigation Database (RMD).

3. STIR/SHAKEN Implementation Status

Onemind Services has implemented STIR/SHAKEN for outbound IP-based voice traffic through its upstream carriers, Bandwidth and Flowroute (BCM ONE).

All outbound IP calls are authenticated and signed under these providers' STIR/SHAKEN frameworks.

Calls that traverse non-IP interconnections are subject to mitigation measures described below.

The company is also in the process of obtaining its own STI-PA token and certification for direct call signing.

4. Customer Vetting (Know Your Customer)

Onemind Services employs strict customer vetting procedures before providing voice services. These include:

- Verification of business identity through corporate registration documents.
- Review of company ownership, address, and contact information.
- Screening for prior regulatory violations or industry blacklist records.

- Execution of contractual agreements that explicitly prohibit illegal robocalls and spoofing.

We reserve the right to deny service if a prospective customer fails due diligence checks.

5. Ongoing Traffic Monitoring

Onemind Services actively monitors outbound traffic patterns to identify suspicious activity that may indicate illegal robocalls. This includes:

- Analyzing call detail records (CDRs) for unusual patterns (e.g., high call volumes, short-duration calls).
- Blocking calls from invalid or unassigned caller ID numbers.
- Partnering with upstream carriers for analytics and fraud detection.
- Implementing automated alerts for abnormal traffic spikes.

6. Robocall Traceback and Cooperation

Onemind Services cooperates fully with traceback requests from the Industry Traceback Group (ITG) and the FCC.

We respond promptly to all traceback inquiries and provide relevant call records as required by law.

7. Enforcement Actions and Customer Discipline

When suspicious or unlawful traffic is identified, Onemind Services takes immediate action, which may include:

- Warning and investigation of the customer involved.
- Suspension of service pending further review.
- Termination of service for confirmed violations.

These enforcement actions are documented, and repeat offenders are permanently banned from our network.

8. Point of Contact for Robocall Mitigation

Primary Compliance Contact:

Deen Adam, Director, Voice Services

Email: info@onemindservices.com | Phone: 408-531-6777

9. Conclusion

Onemind Services is committed to maintaining a trusted and compliant communications environment.

Through a combination of STIR/SHAKEN, robust customer vetting, continuous traffic monitoring, and active enforcement, we are taking comprehensive steps to combat illegal robocalls and comply with FCC requirements.