Robocall Mitigation Program Description

Media Flint, Inc. (dba AvidTrak) | Updated October 30, 2026

Company name	Media Flint, Inc. (dba AvidTrak)
FRN	0020151809
Business address	15260 Ventura Blvd., Suite 1200, PMB 492, Sherman Oaks, CA 91403
Role in the call chain	Voice service provider with a STIR/SHAKEN implementation obligation serving end-users
STIR/SHAKEN status	Complete implementation
Principals	Amin Haq, CEO and Founder
Robocall mitigation contact	Amin Haq, CEO | amin.haq@avidtrak.com | (310) 980-0056

1. Program Overview

Media Flint, Inc. (dba AvidTrak) (“Media Flint”) provides call tracking and conversation analytics services to business customers. Media Flint certifies that all calls it originates on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(a). The program includes reasonable steps to avoid originating illegal robocall traffic and a commitment to respond fully and within 24 hours to all traceback requests.

Media Flint's customers are businesses that use its services for their own calls. Media Flint does not carry traffic for other voice service providers.

2. STIR/SHAKEN Implementation

Media Flint has fully implemented the STIR/SHAKEN caller ID authentication framework across its entire IP-based network, consistent with 47 CFR § 64.6301. Media Flint holds its own STIR/SHAKEN certificate (SPC token). Calls Media Flint originates are signed using Media Flint's own certificate, which is hosted by its underlying carrier, Bandwidth, on Media Flint's behalf.

3. Know Your Customer Procedures

Before provisioning voice services, Media Flint:

- Verifies the customer's identity through an email authentication system and a proprietary validation process that includes calling the customer at a valid telephone number from a reputable carrier.
- Requires additional documentation, including a valid credit card.
- Reviews the customer's intended use of telephony services and expected call volumes.

Customers must agree to Media Flint's Terms of Service (https://avidtrak.com/servicesagreement), which prohibit illegal robocalling and caller ID spoofing. Violations result in suspension or termination of service.

4. Traffic Monitoring

Media Flint uses automated monitoring tools to analyze call patterns. These tools:

- Detect high-volume, short-duration calls and other unusual calling patterns.
- Flag calls with invalid, spoofed, or unallocated caller IDs.
- Alert Media Flint personnel for investigation and, where necessary, call blocking.

Suspicious traffic is reviewed manually and is subject to corrective action, including suspension or termination of service.

5. Traceback Cooperation

Media Flint commits to:

- Respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium.
- Cooperate with these entities in investigating and stopping any illegal robocallers that use its service to originate calls.
- Maintain call records sufficient to support prompt traceback.

6. Enforcement Against Violations

When a violation of Media Flint's robocall policy is suspected or confirmed, Media Flint will:

- Investigate the account immediately.
- Block calls from the account while the review is under way.
- Terminate service for confirmed violations.
- Report illegal activity to the appropriate authorities.

7. Regulatory History

In the prior two years, Media Flint has not been the subject of any formal Commission, law enforcement, or regulatory agency action or investigation with findings of actual or suspected wrongdoing relating to illegal robocalls, spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

8. Program Review

Media Flint reviews this program at least annually, in connection with its annual Robocall Mitigation Database recertification, and updates it as needed in response to changes in FCC rules or guidance, new robocall tactics, and lessons learned from traceback requests or internal investigations.