

Robocall Mitigation & Risk Management (RMD) Program

1. Program Purpose

This Robocall Mitigation & Risk Management (RMD) Program establishes controls to prevent unlawful robocalling, caller ID spoofing, and telecommunications fraud in compliance with FCC and TRACED Act requirements.

2. Know Your Customer (KYC)

All customers undergo identity verification prior to service activation.

Verification includes validation of legal business identity, authorized contacts, and phone number ownership or right-of-use documentation.

High-risk customers are subject to enhanced due diligence.

3. Risk Assessment & Monitoring

Customers are assigned risk levels based on call behavior, traffic volume, and verification results. Outbound traffic is monitored for anomalous patterns, attestation inconsistencies, and abuse indicators.

4. Incident Response

Suspicious activity triggers investigation and potential suspension.

Incidents are documented and escalated to upstream carriers or regulators when required.

5. Record Retention

KYC records, traffic logs, and incident documentation are retained in accordance with FCC guidance and industry best practices.

6. Prior Regulatory Action Summary

Investigation Overview:

The Federal Communications Commission's Enforcement Bureau, together with the Wireline Competition Bureau, conducted an investigation into FutureDigital360.com LLC's compliance with Robocall Mitigation Database (RMD) requirements.

Action Timeline:

The investigation began under File No. EB-TCD-24-00036891 and later continued under File No. EB-TCD-25-00038590, with formal notice of noncompliance issued on March 29, 2024.

Findings:

The FCC determined that FutureDigital360.com LLC failed to update its RMD certification and robocall mitigation plan with required information by February 26, 2024, deadline and did not cure deficiencies or respond to the December 2024 Show Cause Order.

Final Determination:

The FCC's August 25, 2025, Removal Order concluded the prior action and removed FutureDigital360.com LLC's certification from the Robocall Mitigation Database (RMD). Since that time, the Company has fully updated its certification, implemented a complete STIR/SHAKEN framework, and submitted all required mitigation documentation. Considering this full and current compliance, FutureDigital360.com LLC respectfully requests that the FCC reconsider and remove any adverse action previously associated with this matter and permit the Company to maintain active certification status without further restriction.

Updated Prior Regulatory Action Summary (Replaces Section 6):

FutureDigital360.com LLC was investigated by the FCC Enforcement Bureau, with involvement from the Wireline Competition Bureau.

The matter began under File No. EB-TCD-24-00036891 following the March 29, 2024 deficiency notice, later reassigned File No. EB-TCD-25-00038590.

The FCC found deficiencies in the Company's Feb 26, 2024 RMD filing and lack of cure after the Dec 10, 2024 order.

Final determination: DA-25-737, released Aug 25, 2025 removed the Company's certification.

Current Status: As of Feb 11, 2026, filing updated, STIR/SHAKEN implemented, reinstatement pending review.