

Blue Light Inc. Robocall Mitigation Program Description

I. Consumer Complaints Handling

- **Dedicated Team:** Blue Light Inc. has established a dedicated team to handle consumer complaints related to robocalls. Complaints are investigated promptly, and appropriate actions are taken to address any issues identified.

II. Incident Response

- **Incident Response Plan:** Blue Light Inc. maintains an incident response plan to quickly respond to and mitigate any identified robocall threats. This includes coordination with law enforcement agencies when necessary.

III. Partial STIR/SHAKEN Implementation

- **Certification and Compliance:** Blue Light Inc. certifies that all calls carried or processed on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(c). This includes taking reasonable steps to avoid carrying or processing illegal robocall traffic.
- **Traceback Requests:** Blue Light Inc. commits to responding fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with these entities in investigating and stopping any illegal robocallers that use its service.
- **Prior Certification and Compliance:** Blue Light Inc. certifies that any prior certification has not been removed by Commission action and that it has not been prohibited from filing in the Robocall Mitigation Database by the Commission.
- **STIR/SHAKEN Framework:** Blue Light Inc. has implemented the STIR/SHAKEN authentication framework on a portion of its network, ensuring that all calls carried or processed on that portion of the network comply with 47 CFR § 64.6302(c).

IV. Contact Information For any inquiries or further information regarding our Robocall Mitigation Program, please contact:

- **Blue Light Inc. Robocall Mitigation Team**
- **Email:** mark@bli.ai

This program description ensures that Blue Light Inc. meets all regulatory requirements and demonstrates our commitment to protecting consumers from unlawful robocalls.