

Legal Hotline LLC Robocall Mitigation Plan

Legal Hotline LLC does not have a STIR/SHAKEN implementation obligation due to a lack of control over the necessary network infrastructure. However, all calls originating on Legal Hotline LLC's network are subject to its Robocall Mitigation Plan.

Preventing the Origination of Illegal Robocalls Know Your Customer Policy

Legal Hotline LLC follows a Know Your Customer (KYC) policy to ensure that voice services are not used to originate illegal robocalls. This policy is based on best practices outlined by the NANC Call Authentication Trust Anchor Working Group. The identity of subscribers is verified during the application process, with information collected on service location, mailing addresses, contact persons, and business nature. All customers are prohibited from using the service for unlawful purposes.

Network Monitoring

Legal Hotline LLC employs TransNexus software to monitor network traffic for anomalies and potential illegal robocalls. The system flags invalid or unallocated numbers, numbers on the Do Not Originate list, or those flagged in the FCC consumer complaint database. Alerts are generated based on preset criteria, and flagged calls are investigated. If illegal robocalls are detected, service may be terminated immediately.

Commitment to Traceback Requests

Legal Hotline LLC is fully committed to cooperating with the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium. It pledges to respond to all traceback requests within 24 hours.

Legal Hotline LLC has never been prohibited from filing in the Robocall Mitigation Database nor faced any enforcement action related to unlawful robocalling or spoofing.

Contact Information:

Glenn Mansanas
Legal Hotline LLC
1309 Coffeen Ave, STE 3000
Sheridan, WY 82801
mansanasglenn@gmail.com