

Robocall Mitigation Program Description for Medical 5 Zero, LLC

Medical 5 Zero, LLC ("the Company") is committed to adhering to all applicable regulations and industry standards designed to mitigate illegal robocall traffic. As a medical appointment scheduling and healthcare communications service, our primary goal is to contact individuals regarding their healthcare appointments and related notifications in full compliance with relevant laws and regulations. The Company originates and terminates its own calls, and we have implemented a robust program to reduce the risk of unauthorized or illegal call activity.

1. Call Types and Purpose

Our calls are made exclusively for medical appointment scheduling, confirmations, and healthcare-related reminders. They are intended solely to facilitate essential healthcare communications and are not used for telemarketing, sales, or promotional activities. As such, our calls are classified as non-telemarketing under the relevant FCC guidelines, which allows us to use modified call authentication measures.

2. Robocall Mitigation Measures

To ensure our call practices meet the regulatory requirements and industry standards, Medical 5 Zero, LLC has implemented the following measures:

- **Call Authentication:**
The Company utilizes a partial STIR/SHAKEN implementation to authenticate outbound calls. This measure helps prevent call spoofing and ensures that our calls are verifiably originating from our network.
- **Monitoring and Compliance:**
We continuously monitor outbound call traffic through automated systems that track call volume and patterns. Regular audits are conducted to ensure all calls comply with applicable regulations. Our internal compliance program is designed to detect and mitigate any anomalies that might indicate the presence of illegal robocall activity.
- **Traceback and Cooperation:**
Medical 5 Zero, LLC is fully committed to the traceback process. We have established procedures to respond promptly to traceback requests from the Federal Communications Commission (FCC), law enforcement agencies, and industry consortiums. We cooperate fully in any investigations aimed at identifying and halting illegal robocall activity.
- **No Telemarketing Calls:**
Our operations are limited to medical scheduling and healthcare notifications. We do not engage in telemarketing or promotional calls. This focused approach ensures that our call activities fall under the regulatory exemption for non-telemarketing communications.

3. Ongoing Compliance and Commitment

Medical 5 Zero, LLC is dedicated to continuously improving our call authentication and monitoring processes. While we currently utilize a partial STIR/SHAKEN implementation, we are

actively working towards expanding this framework across our entire network. Our ongoing efforts include regular training for our staff, updating our systems to incorporate the latest technologies, and staying abreast of changes in regulatory requirements. We are committed to protecting consumers from illegal robocalls while ensuring that our healthcare communications remain effective and compliant.

4. Exemption Justification

Under 47 CFR § 64.6305(c), medical appointment scheduling and healthcare notifications are considered non-telemarketing calls. As our calls are exclusively related to healthcare communications—without any intent to sell or market services—we qualify for this regulatory exemption. This allows us to operate with partial STIR/SHAKEN implementation while still ensuring that all outbound calls are authenticated and compliant with applicable regulations.

Conclusion

Medical 5 Zero, LLC is fully committed to the responsible use of telecommunications. Through the partial implementation of the STIR/SHAKEN framework, robust monitoring, and prompt cooperation with traceback procedures, we ensure that all outbound calls are legitimate and compliant with current robocall mitigation requirements. We continuously evaluate and enhance our processes to remain compliant with evolving regulations and to protect consumers from illegal robocalls while supporting our core mission of effective medical appointment scheduling.