

Robocall Mitigation Program Description

Company Name: LUMIND INC

Address: 6953 Calhoun Ave, Van Nuys, CA 91405

Contact Person: [Your Name]

Email: [Your Email]

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1. Introduction

LUMIND INC is committed to preventing illegal robocalls and ensuring compliance with all applicable regulations, including the Federal Communications Commission (FCC) rules. We actively implement measures to mitigate illegal robocalls through monitoring, authentication, and cooperation with regulators.

2. Implementation of STIR/SHAKEN

LUMIND INC fully implements the STIR/SHAKEN authentication framework in our voice network to prevent call spoofing and enhance call legitimacy.

3. Compliance with "Do Not Call" Registries

We strictly comply with all federal and state "Do Not Call" (DNC) lists to prevent unsolicited communications.

4. Traffic Monitoring and Anomaly Detection

Our AI-based system continuously analyzes call traffic to detect and prevent unusual calling patterns that could indicate illegal robocalls.

5. Response to Regulatory Requests

We commit to responding to all traceback requests from the FCC, law enforcement, and industry traceback groups

within 24 hours and cooperate in any investigations regarding illegal robocalls.

6. Customer Verification and Control

We implement strict verification protocols to ensure that customers using our services comply with legal and ethical calling practices.

7. Complaint Handling and Enforcement

We provide channels for consumers to report suspected robocall violations. Our compliance team investigates complaints and takes appropriate action against violators.

8. Certification

By submitting this document, LUMIND INC certifies that we adhere to all required regulations and mitigation measures to prevent illegal robocalls.