

Auto Care Center Robocall Mitigation Program
Effective Date: 01/2025

Auto Care Center is committed to preventing unlawful robocalls and ensuring compliance with the Federal Communications Commission (FCC) requirements under 47 CFR § 64.6305. Although Auto Care Center does not directly implement STIR/SHAKEN, we maintain a robust robocall mitigation program to prevent fraudulent or illegal calls originating from our business.

Compliance with 47 CFR § 64.6305

Auto Care Center certifies that it adheres to the robocall mitigation requirements outlined in 47 CFR § 64.6305(d)(ii)-(iii) for voice service providers. Specifically, we have implemented reasonable measures to prevent unlawful robocall traffic from originating on our network.

Robocall Mitigation Strategies

To prevent unlawful robocalls, Auto Care Center has implemented the following mitigation strategies:

A. Call Traffic Monitoring

- We actively monitor our outbound call traffic for unusual patterns that may indicate potential robocall activity.
- Our internal systems track call volume, duration, and frequency to detect anomalies.

B. Caller ID and Authentication Controls

- Auto Care Center ensures that all calls originate from verified and properly registered phone numbers.
- We work with our third-party VoIP provider to ensure Caller ID accuracy and prevent spoofing.

C. Customer Vetting and Compliance

- We only make outbound calls to customers who have provided consent or who have an existing business relationship with us.
- We do not engage in deceptive or misleading calling practices.

D. Traceback Cooperation

- Auto Care Center is committed to responding to traceback requests within 24 hours, as required by 47 CFR § 64.6305(a).
- We fully cooperate with the FCC, law enforcement agencies, and the industry traceback consortium to identify and prevent illegal robocalling activity.

Third-Party Provider Oversight

Auto Care Center relies on a third-party VoIP provider to manage call authentication, compliance, and STIR/SHAKEN requirements. While we do not directly control call authentication, we:

- Ensure our provider complies with FCC regulations regarding call origination and authentication.

- Maintain a working relationship with our provider to address any compliance concerns immediately.

Employee Training & Internal Policies

- Auto Care Center requires all employees involved in call operations to undergo robocall compliance training.
- Our sales and customer service teams are trained to recognize and report any suspicious calling behavior.

Certification of Compliance

Auto Care Center certifies that:

- All outbound calls are subject to our robocall mitigation program.
- We have not been subject to any FCC enforcement actions related to robocalling.
- We will continue to refine and improve our mitigation efforts to remain compliant with FCC regulations.

Contact Information for Compliance & Traceback Requests

For any compliance inquiries or traceback requests, please contact:

Compliance Officer: Antonio Reese

Company: Auto Care Center

Email: support@autocarecenter.com

Phone: 469-922-2553

Business Address: 13155 Noel Rd 900 Dallas, TX 75240

Auto Care Center remains committed to preventing unlawful robocalls and ensuring full compliance with FCC regulations. This mitigation program will be regularly reviewed and updated as necessary.