

Robocall Mitigation Program – CMD, LLC

Monday, June 16, 2025

CMD, LLC is a registered voice service provider operating under the legal business name CMD, LLC. We originate and terminate IP-based calls for residential and business customers across the United States.

Customer Vetting:

We implement a thorough customer vetting process that includes identity verification, business registration checks, and validation of expected call usage patterns before onboarding. We require customers to provide verifiable business or personal identification and agree to our acceptable use policies that prohibit illegal robocalling.

Traffic Monitoring:

CMD, LLC monitors all outbound traffic continuously using a combination of internal monitoring tools and third-party fraud detection services. Abnormal call volumes or patterns trigger alerts and investigation by our network operations team.

Call Blocking and Suspension:

We reserve the right to suspend or terminate service to any customers suspected of originating illegal robocall traffic. When illegal or suspicious traffic is detected, we promptly investigate and take appropriate action, including blocking and customer notification.

Traceback Cooperation:

CMD, LLC commits to responding fully and promptly to all traceback requests from the FCC, law enforcement agencies, and the Industry Traceback Group within 24 hours. We maintain detailed call records to assist in the rapid identification and mitigation of illegal robocall sources.

STIR/SHAKEN Implementation:

CMD, LLC has implemented STIR/SHAKEN on a portion of our IP network traffic. We are actively working with our upstream providers and technology partners to extend full STIR/SHAKEN attestation across our entire network by September 30, 2025.

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