

Robocall Mitigation Program Description

Filer Information:

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Certification Type: ■■

I have implemented a robocall mitigation program.

Description of Robocall Mitigation Program: HCD Marketing, Inc. provides ringless voicemail services to clients for legitimate business outreach. While STIR/SHAKEN call authentication is not applicable to our service model, we have implemented a robust robocall mitigation program to prevent the origination of illegal robocalls.

Customer Vetting: All clients are thoroughly vetted prior to being onboarded. This includes identity verification, business validation, and review of intended use cases to ensure compliance with federal regulations.

Contractual Obligations: Clients are required to sign a service agreement that prohibits the use of our platform for unlawful robocalls, spam, or fraudulent activity.

Traffic Monitoring: We regularly monitor and review delivery patterns and client behavior for unusual or potentially unlawful activity. Any suspicious activity results in immediate investigation and potential service suspension.

Traceback Cooperation: HCD Marketing, Inc. fully cooperates with all traceback requests initiated by the FCC, law enforcement, and the Industry Traceback Group (ITG).

Caller ID Practices: Although ringless voicemails do not transmit a caller ID in the traditional sense, we ensure that any associated messaging clearly identifies the sender in a truthful and non-misleading manner.

Compliance Contact:

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