

Robocall Mitigation Plan

Provider Name: e-Mesg

FCC FRN: 0037463494

Filing Date: 8/30/2025

1. Commitment to Compliance

e-Mesg provides voice services to organizational groups through our communications platform. While call initiation is performed by our customers, e-Mesg actively enforces policies to prevent the origination of unlawful robocalls. We comply with all applicable FCC rules, including the TCPA, the Truth in Caller ID Act, and the FCC's robocall mitigation requirements.

2. Know Your Customer (KYC)

- Customers must provide valid organizational and contact information prior to activation including business name, phone number, email and authorized contact person.
- Customers are required to describe the nature of their use case (e.g., appointment reminders, service notifications), and this information is reviewed to ensure compliance.
- Customers must agree to Terms of Service which strictly prohibits unsolicited telemarketing, lead generation, or other unlawful or deceptive calling practices.
- We use internally developed monitoring systems to detect abnormal patterns. Accounts that generate suspicious traffic are flagged for manual review and may be suspended or terminated if found noncompliant.
- We fully cooperate with industry traceback requests and take immediate action to investigate and resolve any traffic associated with illegal robocalls.

3. Consent and Opt-Out Controls

- Customers are required to obtain prior express consent from recipients before sending informational or automated calls.
- Recipients may opt out at any time using our IVR system; opt-out lists update in real time.
- Suppression lists are enforced to prevent further unwanted calls.

4. Monitoring and Complaint Handling

- e-Mesg monitors customer traffic for suspicious patterns and performs periodic reviews.

- Complaints from call recipients are promptly investigated, and offending accounts may be suspended or blocked.

5. STIR/SHAKEN Implementation

e-Mesg originates calls through **Bandwidth**, our underlying carrier, which has fully implemented STIR/SHAKEN and performs call signing. e-Mesg does not directly originate unauthenticated calls onto the PSTN.

6. Point of Contact

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7. Certification

e-Mesg certifies that it has implemented the mitigation practices described above and will continue to refine them in compliance with FCC requirements.