

Robocall Mitigation Program – Sandoval Health & Wellness LLC

Sandoval Health & Wellness LLC (FRN 0037549631; 499 Filer ID 838210) certifies that it operates as a Voice Service Provider without a direct STIR/SHAKEN implementation obligation. All outbound calls originated on our platform are routed through upstream carriers who apply STIR/SHAKEN attestation on our behalf.

Our mitigation program includes:

1. Traffic Monitoring & Fraud Prevention

- Continuous monitoring of outbound call patterns.
- Automatic detection and suspension of suspicious or high-risk traffic.
- Blocking of any known illegal robocall patterns.

2. Know-Your-Customer (KYC) Procedures

- Verification of all customers before enabling calling privileges.
- Screening of business purpose, website, and caller ID usage.
- Suspension/termination of accounts generating complaints or fraudulent calls.

3. Traceback Cooperation

- Responding fully to traceback requests from the Industry Traceback Group, FCC, or law enforcement within 24 hours.
- Maintaining detailed call logs for all originated calls.

4. DNC & Compliance Controls

- Customers must use only compliant leads that meet Do-Not-Call and TCPA requirements.
- Strict prohibition on unsolicited or unlawful prerecorded calls.
- Enforcement of penalties and removal of noncompliant users.

5. STIR/SHAKEN Compliance via Upstream Carrier

- All calls are authenticated by our wholesale carrier partners.
- We do not inject unsigned or unverified traffic into the PSTN.

6. Illegal Robocall Prevention

- Automated system blocks high-disconnection or non-answer traffic.
- Compliance reviews for any large-volume outbound campaigns.

Sandoval Health & Wellness LLC is committed to full compliance with FCC robocall mitigation requirements and certifies the information above is true and accurate.