

ROBOCALL MITIGATION PLAN

Company Name: **FYD Holding LLC**

FRN: 0038138624

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Date: 3/10/2026

1. Company Overview

FYD Holding LLC provides communications-related services including telephone number provisioning and related services to business customers. The company is committed to preventing the use of its services for illegal robocalling and complying with all applicable federal regulations related to call authentication and robocall mitigation.

2. Voice Service Description

The company provides services that may include:

- Telephone number provisioning
- VoIP-enabled services
- Call routing through upstream telecommunications providers

The company does not directly operate a nationwide voice network and relies on established upstream providers for call origination and termination.

3. Customer Verification (KYC)

To reduce the risk of illegal robocall activity, the company implements customer verification procedures including:

- Collection of customer identity and contact information
- Verification of business registration when applicable
- Review of intended use of telephone numbers and voice services
- Acceptance of terms of service prohibiting illegal robocalls and caller ID spoofing

Accounts may be denied or terminated if the customer fails verification checks.

4. Traffic Monitoring and Detection

The company monitors network usage patterns and may review call activity for indicators of suspicious or unlawful behavior, including:

- High-volume short duration calls
- Sequential dialing patterns
- Large-scale outbound calling activity inconsistent with customer profile

If suspicious activity is detected, the company may investigate and take action including suspension or termination of the account.

5. Complaint Handling

The company maintains procedures to address robocall complaints and reports of illegal calling activity.

When complaints are received, the company may:

- Investigate the associated account
- Request additional information from the customer
- Suspend or terminate services if violations are confirmed

6. STIR/SHAKEN Implementation

The company does not operate its own IP voice network infrastructure and therefore relies on upstream voice service providers that have implemented the STIR/SHAKEN caller ID authentication framework where applicable.

7. Traceback Cooperation

The company agrees to cooperate with traceback requests and investigations initiated by authorized industry groups, law enforcement agencies, or regulatory authorities.

Appropriate actions will be taken if illegal robocall activity is identified.

8. Compliance Commitment

FYD Holding LLC is committed to preventing the misuse of its services for unlawful robocalling and will continue to maintain reasonable mitigation practices consistent with applicable regulations.

Authorized Officer

Name: Thuy Pham

Title: Owner

Signature: Thuy Pham

Date: 3/10/2026