

Najmee LLC – Robocall Mitigation Program

Legal Name: Najmee LLC

Business Address: 338 Hackensack St, Carlstadt, NJ 07072

Business Type: Managed IT Services Provider (MSP) and VoIP Reseller

Voice Service Model: Najmee provides VoIP and IP telephony services to business customers using upstream voice carriers that perform STIR/SHAKEN authentication on originated calls.

1. Company Overview

Najmee LLC is a Managed IT Services Provider (MSP) and VoIP reseller. Najmee does not directly operate PSTN switching infrastructure or perform STIR/SHAKEN call signing. Caller ID authentication is handled by Najmee's upstream voice service providers.

2. STIR/SHAKEN Implementation Status

Najmee LLC does not have a STIR/SHAKEN implementation obligation. STIR/SHAKEN authentication and call signing are performed by upstream carriers. Najmee certifies that it only uses upstream providers listed in the FCC Robocall Mitigation Database.

3. Robocall Mitigation Measures

Najmee implements reasonable steps to prevent illegal robocall traffic, including customer vetting, acceptable use enforcement, traffic monitoring, and rapid response to suspected abuse.

a. Customer Vetting & Know-Your-Customer (KYC)

Najmee provides voice services only to verified business customers. Onboarding requires legal business name, physical address, authorized contact information, and verification of intended use. Anonymous or prepaid consumer services are not offered.

b. Acceptable Use & Contractual Controls

Customer agreements prohibit illegal robocalls, spoofing, and unauthorized bulk dialing. Violations may result in immediate suspension, termination, or reporting to authorities.

c. Traffic Monitoring & Abuse Detection

Najmee monitors usage patterns for abnormal call volume, repetitive calling, short-duration calls, and customer complaints. Suspected abuse is promptly investigated.

d. Rapid Response & Service Suspension

If suspicious activity is detected, Najmee investigates immediately, suspends service if necessary, and coordinates with upstream carriers.

4. Traceback Cooperation Commitment

Najmee commits to responding within 24 hours to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group, and to fully cooperate with investigations.

5. Use of Upstream Providers

Najmee uses only upstream voice service providers listed in the FCC Robocall Mitigation Database that perform STIR/SHAKEN authentication. Najmee does not accept traffic from non-listed providers.

6. Internal Responsibility & Oversight

Robocall mitigation oversight is managed by Najmee's executive and operations leadership. Abuse complaints and investigations are documented and reviewed.

7. Ongoing Compliance Commitment

Najmee LLC commits to maintaining an active FCC Robocall Mitigation Database filing, updating this plan as required, and taking all reasonable steps to prevent illegal robocalls.