

Statewide Windows & Doors Inc
Robocall Mitigation Program Description
FRN: 0038214755

1. Overview

Statewide Windows & Doors Inc ("the Company") originates outbound telephone calls to consumers for the purpose of scheduling appointments and providing information regarding its products and services. The Company utilizes a third-party cloud-based contact center platform, Five9, to place outbound calls. The Company does not operate its own telecommunications network and relies on its service providers to transmit calls.

2. STIR/SHAKEN Implementation

The Company certifies that all outbound calls are transmitted through upstream voice service providers that have implemented the STIR/SHAKEN caller ID authentication framework in compliance with FCC requirements. As such, calls originating from the Company are subject to full STIR/SHAKEN implementation through its service providers.

3. Robocall Mitigation Practices

The Company has implemented the following procedures to prevent the origination of illegal robocalls:

- Calls are placed only to individuals who have provided prior express consent or have an established business relationship.
- The Company does not engage in caller ID spoofing or misleading identification practices.
- Internal policies prohibit the use of automated dialing in violation of applicable laws, including the Telephone Consumer Protection Act (TCPA).
- The Company monitors outbound calling activity to ensure compliance with all applicable federal and state regulations.

4. Vendor Oversight

The Company relies on third-party service providers, including Five9, to facilitate outbound calling. These providers are required to comply with applicable FCC regulations, including STIR/SHAKEN implementation and robocall mitigation obligations.

5. Traceback and Cooperation

The Company commits to respond fully and in a timely manner (within 24 hours) to any traceback requests from the FCC, law enforcement, or the Industry Traceback Group, and to cooperate with investigations into suspected illegal robocall activity.

6. Certification

The Company affirms that it does not originate illegal robocalls and has not been subject to any enforcement actions related to robocall violations.

Authorized Representative:

Samer Saman

Title: Call Center & Marketing Director

Date: March 26, 2026