

ROBOCALL MITIGATION PROGRAM DESCRIPTION

Filer: Message.com LLC
FRN: 0038415493
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OVERVIEW

Message.com LLC operates as a non-facilitating reseller of voice services obtained from upstream carriers that implement STIR/SHAKEN call authentication in compliance with 47 CFR § 64.6300–6305. Message.com LLC does not originate calls directly from its own network; all originating voice traffic transits through compliant upstream providers.

MITIGATION MEASURES

To prevent the origination, transmission, or facilitation of illegal robocalls, Message.com LLC implements the following measures:

1. Know-Your-Customer (KYC) Verification.

All customers undergo identity verification prior to service activation, including verification of legal entity status, federal tax identification (EIN), and business address.

2. Acceptable Use Policy.

Message.com LLC's Terms of Service prohibit the use of its platform for unsolicited telemarketing calls, autodialed solicitations, prerecorded messages without prior express written consent, or any communication in violation of the Telephone Consumer Protection Act (TCPA), the Telemarketing Sales Rule (TSR), or applicable state law.

3. Active Monitoring.

Message.com LLC monitors call patterns including but not limited to call volume, average call duration, answer rate, and complaint signals. Any customer engaged in patterns consistent with illegal robocalling will be promptly suspended pending investigation.

4. Traceback Response.

Message.com LLC responds to traceback requests from the Industry Traceback Group (ITG), the FCC, state attorneys general, and other authorized investigators within 24 hours of receipt and provides full call detail records and customer attribution.

5. Record Retention.

Message.com LLC maintains call detail records (CDRs) including originating and terminating numbers, timestamps, and duration for a minimum of 24 months to support traceback investigations and regulatory inquiries.

6. Termination Authority.

Message.com LLC reserves the right to immediately terminate any customer engaged in unlawful calling activity and will cooperate fully with law enforcement and regulatory authorities.

COMPLIANCE PATHWAY

Message.com LLC certifies under 47 CFR § 64.6305(b) that all calls originating on its network are subject to this robocall mitigation program. Message.com LLC has not been subject to any prior Commission action removing certification or prohibiting filing in the Robocall Mitigation Database.

CONTACT FOR TRACEBACK AND COMPLIANCE INQUIRIES

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