

ROBOCALL MITIGATION PROGRAM

Robocall Mitigation Database (RMD) Filing Document

Legal Name	MELTON HOME REPAIR SERVICES LLC
Responsible Officer	James Melton, President
Service	Customer-facing outbound voice and voice-broadcasting platform
Underlying Voice Provider	Telnyx
Customer Caller ID	Customers may use telephone numbers they are authorized to use, subject to verification

Filing accuracy notice: This document is written to describe the company's intended mitigation controls. Before uploading, James Melton should confirm that the procedures stated here are actually implemented or will be implemented as described. No document can guarantee FCC acceptance.

1. Purpose and Scope

MELTON HOME REPAIR SERVICES LLC operates a customer-facing communications platform that may enable authorized customers to originate outbound voice traffic, including automated or prerecorded voice broadcasting where permitted by applicable law. The company recognizes that automated calling can be used for legitimate business communications as well as unlawful robocall activity. This program establishes measures intended to prevent, detect, investigate, and respond to illegal robocalls, unlawful caller-ID spoofing, fraud, and other misuse of the company's voice services.

2. Network and Carrier Relationship

The platform uses Telnyx as its underlying voice service provider for voice connectivity. MELTON HOME REPAIR SERVICES LLC does not represent that it independently operates a complete STIR/SHAKEN signing infrastructure. Where the underlying provider performs caller-ID authentication, the company relies on the applicable authentication and carrier processes provided by the underlying voice network.

3. Customer Identification and Caller-ID Authorization

Customers using the platform are required to provide identifying information appropriate to the service and to confirm that they are authorized to use telephone numbers presented as caller ID. The company may require additional verification or documentation when necessary to establish control or authorization of a telephone number.

4. Prevention of Unlawful Spoofing

The platform is intended to support legitimate use of customer-controlled caller IDs and not unlawful spoofing. The company will not knowingly permit customers to originate calls using telephone numbers they have no right to use. Suspected unauthorized use of caller ID may result in review, restriction, suspension, or termination of the account or campaign.

5. Automated and Prerecorded Voice Traffic

The platform may support automated outbound voice campaigns and prerecorded messages for legitimate business and other lawful purposes. Customers are responsible for complying with applicable federal and state requirements, including applicable consent requirements, do-not-call requirements, identification and disclosure requirements, calling-time restrictions, and restrictions applicable to prerecorded or artificial-voice calls.

6. Customer Compliance Requirements

Customer terms and acceptable-use requirements will prohibit unlawful robocalling, unlawful caller-ID spoofing, fraud, impersonation, harassment, and other unlawful activity. Customers may be required to provide campaign information or supporting documentation when traffic presents a compliance concern.

7. Monitoring and Detection

The company will use reasonable administrative and technical measures to identify suspicious traffic. Monitoring may include unusual outbound volume, rapid changes in traffic patterns, suspicious destination patterns, customer complaints, carrier alerts, traceback information, or other indicators of potential abuse. Traffic may be reviewed when risk indicators are present.

8. Complaint and Abuse Response

The company will maintain a process for receiving and investigating reports of suspected illegal robocalls, spoofing, fraud, or other misuse. Depending on the circumstances, the company may warn the customer, request additional information, restrict traffic, suspend a campaign, suspend an account, or terminate service.

9. Traceback and Government Cooperation

The company will cooperate with legitimate traceback requests and lawful requests from the FCC, law enforcement, the industry traceback consortium, and other authorized entities. The company will maintain records sufficient to identify the relevant customer account and associated traffic when reasonably possible and will respond within applicable required timeframes.

10. Recordkeeping

The company intends to maintain appropriate records concerning customer accounts, caller-ID authorization or verification, relevant campaign and traffic information, complaints, investigations, enforcement actions, and traceback or regulatory communications, subject to applicable retention and privacy requirements.

11. Suspension and Termination

The company may restrict, suspend, or terminate customer access when it reasonably believes traffic presents a material risk of illegal robocalling, unlawful spoofing, fraud, abuse, or regulatory noncompliance. Emergency action may be taken when necessary to mitigate ongoing or imminent harmful traffic.

12. STIR/SHAKEN Filing Position

For the RMD filing, the company should certify only the STIR/SHAKEN status that accurately reflects its own technical and regulatory position. Because the company uses an underlying carrier and does not represent that it independently operates STIR/SHAKEN signing infrastructure, the company intends to select the certification option that corresponds to no independent STIR/SHAKEN implementation by the filing entity. The company will update its filing if its technical role or STIR/SHAKEN capabilities materially change.

13. Program Review

Management will periodically review this program and update procedures as the company's platform, carrier relationships, applicable FCC requirements, and industry practices change.

OFFICER CERTIFICATION

I certify that I have reviewed this Robocall Mitigation Program and, to the best of my knowledge, the information stated in this document accurately describes the company's intended robocall mitigation procedures and controls.

Company:	MELTON HOME REPAIR SERVICES LLC
Officer:	James Melton
Title:	President
Signature:	James Melton
Date:	August 23, 2026