

ROBOCALL MITIGATION PROGRAM DESCRIPTION

FMKHI

FRN: 0038831830

Date: August 27, 2026

=====

1. COMPANY OVERVIEW

=====

Business Name: FMKHI

Business Address: 4412 Zahir CT, Irving TX 75061

Contact: Sameer

Telephone: +18779212511

FMKHI operates an inbound and outbound contact center using Amazon Connect (a managed cloud service by Amazon Web Services) in the us-east-1 region.

=====

2. STIR/SHAKEN IMPLEMENTATION

=====

FMKHI utilizes Amazon Connect for all outbound voice calls. Amazon Connect implements the STIR/SHAKEN caller ID authentication framework on a portion of the network in compliance with 47 CFR § 64.6301(a) and (b).

Outbound calls originate from toll-free number +1-877-921-2511, which is a verified, claimed number

registered under our Amazon Connect instance.

=====

3. ROBOCALL MITIGATION PROGRAM

=====

FMKHI implements the following robocall mitigation measures in compliance with 47 CFR § 64.6305(a):

a) LEGITIMATE USE ONLY

All outbound calls are made exclusively for legitimate business purposes including customer appointment reminders, callback confirmations, and inbound/outbound contact center operations. No illegal robocalls are transmitted.

b) DO-NOT-CALL COMPLIANCE

We maintain and honor all DNC (Do Not Call) requests immediately upon receipt. Internal DNC lists are updated in real-time and all outbound campaigns are scrubbed against federal and state DNC registries prior to dialing.

c) CALLER ID AUTHENTICATION

All outbound calls display the verified number +1-877-921-2511 as the caller ID. No caller ID spoofing is used or permitted.

d) OPT-OUT MECHANISM

Every call interaction provides customers with a clear and immediate opt-out option. Opt-out requests are honored within 24 hours and customers are never contacted again after opting out.

e) CALL VOLUME LIMITS

Outbound call capacity is limited to 100 concurrent sessions as approved by Amazon Web Services. Calls are made only during permitted business hours.

f) RECORD KEEPING

Complete call records, customer consent documentation, and opt-out logs are maintained for a minimum of 2 years in compliance with applicable regulations.

g) TRACEBACK COOPERATION

FMKHI commits to respond fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium. We cooperate fully in investigating and stopping any illegal robocall activity.

h) NO PRIOR VIOLATIONS

FMKHI has not been the subject of any formal Commission, law enforcement, or regulatory agency action or investigation related to illegal robocalls

or spoofing.

=====

4. CERTIFICATION

=====

FMKHI certifies that this Robocall Mitigation Program
is accurate and will be maintained and updated as
required by FCC regulations.

Executed on: August 27, 2026

Officer Signature: Sameer

Title: Owner / Director