

Robocall Mitigation Program Description

Mo Buys Houses LLC | FCC Robocall Mitigation Database

Filing entity	Mo Buys Houses LLC
Calling operation	In-house outbound calling to US prospects using a company-operated dialer with VICIdial as the backend.
Telecommunications	SIP trunking and network-level STIR/SHAKEN functions are supplied by an upstream telecommunications provider, as applicable.

1. Purpose and Scope

Mo Buys Houses LLC maintains a robocall mitigation program for its outbound calling activity. The program is intended to reduce the risk that the company originates unlawful calls and to support investigation and remediation when potentially unlawful calling activity is identified.

The company uses an in-house outbound dialer with VICIdial as its backend. Agents use the system to contact prospects in the United States. The company purchases SIP trunking and related network connectivity from an upstream telecommunications provider. The provider handles network-level call authentication functions, including STIR/SHAKEN where applicable.

2. List Screening and Do-Not-Call Controls

Before a calling list is used, the company's procedures are designed to screen applicable records against the Federal Trade Commission's National Do Not Call Registry and the company's applicable internal do-not-call suppression records. Records identified for suppression are excluded from applicable campaigns, subject to legal exceptions and requirements.

The company will maintain procedures for honoring do-not-call requests received directly from consumers or through its calling operation, recording those requests, and suppressing the relevant telephone numbers from future applicable campaigns.

Screening results and suppression actions should be retained so the company can review when screening occurred and what actions were applied. Access to calling lists and suppression records should be limited to authorized personnel.

3. Campaign and Calling Controls

Outbound campaigns are configured and supervised through the company's dialer. Procedures include reviewing campaign settings and calling lists before use, limiting access to campaign controls to authorized personnel, and applying calling restrictions relevant to each campaign and applicable law.

The company will monitor calling activity for indications of improper or anomalous use, including unusual call patterns, complaints, or other signals that may indicate unlawful calling. When an issue is identified, the company will review relevant campaigns and records and take appropriate corrective action. Such action may include pausing a campaign, suppressing records, restricting access, or escalating the issue for further review.

Caller identification and call-authentication handling will be coordinated with the upstream provider. The company does not represent that it independently signs or authenticates calls unless it has separately implemented and verified those functions.

4. Complaint Handling and Corrective Action

The company will maintain a process for receiving and reviewing complaints or reports concerning its outbound calls. Relevant details, where available, may include the called number, calling number, date and time, campaign, agent, and nature of the complaint.

Complaints and suspected compliance issues will be reviewed promptly. The company will document the review and any corrective action taken. Where an issue may involve unlawful calling or inaccurate caller identification, the company will

coordinate with its upstream provider as appropriate and take steps to prevent recurrence.

5. Traceback Cooperation

Mo Buys Houses LLC commits to cooperate with the Federal Communications Commission, law enforcement, and the industry traceback consortium in investigating suspected unlawful robocall traffic associated with its calling activity.

The company commits to respond fully and within 24 hours to applicable traceback requests. It will make reasonable efforts to identify relevant campaigns, agents, calling records, list sources, and other information in its possession or control, and provide responsive information through the requesting entity's designated process.

The company will maintain a designated point of contact for traceback and compliance inquiries and will escalate requests internally so they can be handled within the required timeframe.

6. Records, Oversight, and Program Review

The company will maintain records reasonably necessary to support its screening, campaign oversight, complaint review, and traceback procedures, consistent with applicable requirements and its record-retention practices.

Management or an assigned compliance contact will review the program periodically and when material changes occur in calling operations, dialer configuration, provider arrangements, or applicable requirements. Identified gaps will be addressed through updates to procedures, campaign controls, staff instructions, or provider coordination.

7. Upstream Provider Coordination

The company relies on its telecommunications provider for SIP connectivity and applicable network-level call authentication. The company will coordinate with the provider regarding call-routing or authentication issues, traceback inquiries, and suspected unlawful traffic associated with its use of the service.

Use of an upstream provider does not replace the company's responsibility to apply mitigation procedures within its own control or to provide accurate information in any applicable regulatory filing.

Filing accuracy note: This draft is based on the operating details provided. Before uploading, confirm that each procedure described is actually implemented or formally adopted, and that the selected RMD provider role and certification match the company's legal status and call-chain role. Remove or revise any statement that is not accurate.