Robocall Mitigation Plan — MEISHENG TECHNOLOGY (MeiSheng Call)

Effective October 2026. Contact: support@meisheng.us, +1 626-801-0518.

1. Who we are and what we provide. MEISHENG TECHNOLOGY is a California corporation (California Secretary of State entity no. 6276507). Through its iPhone app MeiSheng Call (Chinese name 美声翻译电话), it lets consumers in the United States who do not speak English well place one-to-one phone calls to businesses and government agencies for their own matters, with real-time AI interpretation between Chinese and English. Users place outbound calls to the PSTN. Users who have a dedicated number from us can also receive calls to that number; our AI voice then plays a short notice to the caller, who can press 9 to stop calls from that number. We have no switching or signing facilities of our own: every call is originated through one upstream provider, Twilio Inc. (Programmable Voice), which places the call on the PSTN and authenticates it under STIR/SHAKEN with its own certificate. We do not transit traffic for other providers, do not accept traffic from foreign providers, and do not act as a gateway or intermediate provider.

2. STIR/SHAKEN status. We have not implemented STIR/SHAKEN because we lack control of the network infrastructure needed to do so. Calls are signed by Twilio, our originating upstream provider, with Twilio's certificate. Our outbound caller ID is limited to telephone numbers that Twilio assigned to our company: our platform number +1 520-666-3008 (registered in Twilio Trust Hub, A-level attestation, CNAM "MeiSheng Tech", registered with Twilio Voice Integrity) and, for one internal account, another company-owned Twilio number. Users cannot set or change the caller ID, and we never transmit a caller ID we do not own.

3. Know your customer. Every user signs in with a Meisheng Account. Before a user can place any call to a phone number outside our app (other than our own test line and a short allowlist of consenting staff phones), the user must verify a phone number they control with a one-time text-message code; one phone number can be linked to only one account. Users must confirm they are 18 or older. During our current test phase, accounts also need an invitation. We keep the account identifier, the verified phone number and the deletion time for 90 days after an account is deleted, only to investigate abuse and answer traceback and law-enforcement requests.

4. What calls are allowed. Each call is dialed by the user, one number at a time, for the user's own matter. Our terms prohibit telemarketing, calls from lists, calling on behalf of businesses to their customers, harassment, fraud, impersonation and caller ID spoofing. The service has no list import, campaign, autodialing, predictive dialing, automatic redial or scheduled-calling feature. Only U.S. (+1) numbers can be called; international, premium and pay-per-call numbers are blocked; 911 is handed to the phone's own dialer. At the moment of dialing, our server checks each number's line type with Twilio Lookup (not cached), blocks AI-voice calls to mobile, non-fixed VoIP, pager, personal, voicemail-access, unknown and toll-free numbers, and blocks the call if the lookup fails. During our test phase a few internal test accounts are exempt from the mobile, non-fixed-VoIP and unknown-line blocks; do-not-call and premium-number blocks still apply. Toll-free numbers are blocked for all users except those internal test accounts; once our no-AI-voice mode launches, toll-free numbers will be reachable only in that mode, which plays no artificial or prerecorded voice at all. A landline number can receive at most 3 calls with our AI voice in any 30 days, counted across all users.

5. Disclosure and opt-out. When our AI voice first speaks on a call, it plays an opening message that identifies MeiSheng Technology, states that an AI interpreter is speaking and that the call is recorded and transcribed, and explains how to stop our calls: press 9, or call our automated toll-free opt-out line +1 888-365-0754. Opt-outs from a call (by pressing 9 or by saying so), the opt-out line or our company number are added to a platform-wide do-not-call list right away, and opt-outs by email or mail within 10 business days. Every later call by any user is checked against the list, and entries are kept for 5 years.

6. Volume limits and analytics. Each account may have only one call in progress. Calls to outside numbers are limited to 5 per 10 minutes, 30 per day and 15 different numbers per day (a day is a Pacific Time day; our own test line and internal test accounts are not counted), and the same user can call the same number at most 3 times per hour. Users are warned before calling outside 8 a.m.–9 p.m. at the called party's location. Our system scores each account automatically on call patterns, not call content: calls answered by a person and hung up by them within 15 seconds (counted double when the user chose to call outside 8 a.m.–9 p.m.), and requests not to be called again. Accounts are warned at a low score and suspended automatically at a high score until the score falls. Spikes in failed calls, unanswered calls or opt-outs automatically open an internal ticket for human review. Staff can disable any account; a disabled account cannot place calls, and its call in progress is ended.

7. Records. For each call we keep the user account, the number called, start, answer and end times, the end reason, and Twilio's call identifiers; the number called is removed from the general call record after 30 days. Call records are kept until the user deletes their data or account. For every call in which our AI voice played, we keep a disclosure record (Twilio call identifier, number called, times, opt-out key presses) for 4 years, line-type checks for 4 years, and do-not-call entries for 5 years. If an account is deleted, these records stay for their full period with the account link removed.

8. Traceback and enforcement cooperation. We commit to respond fully within 24 hours to traceback requests from the Commission, law enforcement and the industry traceback consortium (currently USTelecom's Industry Traceback Group). Given a Twilio call identifier, or a called number and time, we can identify the originating account in seconds (for accounts deleted more than 90 days earlier, we can confirm the call but no longer the account), and we will suspend it while we investigate. We will cooperate in stopping illegal traffic, and we will report to Twilio any illegal robocall traffic we find.

9. Upstream provider. Our only upstream provider is Twilio Inc., which is listed in the Robocall Mitigation Database. We use Twilio's Trust Hub business vetting for our company and numbers, and we follow Twilio's Acceptable Use Policy and its requirements for providers that serve end users.

10. History and updates. In the past two years, neither MEISHENG TECHNOLOGY nor any affiliate has been the subject of a formal investigation or enforcement action relating to illegal robocalls, spoofing or a deficient Robocall Mitigation Database filing. We will update this filing within 10 business days of any change and recertify it every year by March 1.