



Robocall Mitigation Policy

YOYU's Robocall Mitigation Policies:

- We have restricted our end users from configuring caller ID numbers via our online self service portal, they may only select a caller ID number that correlates to a valid phone number configured on their account. Phone numbers can only be added to their account by YOYU staff.
- We have implemented both call origination rate limits, and also total origination limits per customer, this will prevent a single customer, or compromised account, from flooding the network with calls of any kind.
- We have several internal monitoring services that detect fraudulent and anomalous activity, either from one of our customers or from external sources, that notifies YOYU staff so corrective action may be taken.
- All of our carriers have implemented valid caller ID controls as of the end of year 2020. We also enforce this policy with several translations that are performed by our system internally.
- We perform know your customer steps for new accounts to ensure any new customers who have voice services activated are legitimate and will only use our services as per our policy.

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