

Robocall Mitigation Plan

- 1) Terms of Service and/or Acceptable Use Policy is clear about the kind of traffic that will be accepted from customers. If they do not follow the rules, they will be subject to prompt termination. If they are found sending calls you believe are illegal, they will forfeit confidentiality and their information will be shared with enforcers and industry partners.
- 2) Know Your Customer: Will confirm the identity of new commercial customers by collecting information such as physical business location, contact person(s), state or country of incorporation, federal tax ID (if applicable), and the nature of customer's business
- 3) Quick Action: Have a plan that allows to act promptly and decisively on anything suspicious detected or reported. If get a traceback notice for an illegal robocall, will not leave issues unresolved; will insist on specific, deterministic explanations with explicit corrective actions.
- 4) Policies: customer(s) will be notify of your policies regarding illegal robocalls and your intolerance of them.
- 5) Call Blocking: block calls destined to specified phone numbers
- 6) Cooperate with Investigative Bodies: ready to comply with traceback requests by law enforcement, the FCC, or the Industry Traceback Group