

Augutech Robocall Mitigation Plan

Augutech has implemented the following Robocall Mitigation Plan to detect and prevent unlawful robocalls from originating on its network as of June 30, 2021.

All calls that originate on Augutech's network are subject to the described robocall mitigation program.

Augutech blocks calls originating from numbers that are not valid North American Numbering Plan (NANP) numbers, known numbers not allocated to a provider and numbers not assigned to an Augutech subscriber or otherwise set aside for outbound call use.

Augutech has contracted with a vendor to provide Robocall analytics and reputation scoring of our network's outbound traffic. The vendor's analytics identify patterns of suspected illegal robocalls and scores the calls based on their behavior and/or their status as suspected robocalls as reported to the Federal Communications Commission (FCC), Federal Trade Commission (FTC), and as reported by other carriers. Augutech has access to the vendor's portal and receives weekly notifications about telephone numbers originating suspected illegal robocalls on its network, including from unassigned, inactive and do-not-originate TNs. Augutech also receive reports via e-mail alerts if any of its numbers experience a change in reputation such as suspicious traffic patterns or other detected anomalies outside the normal behavior of our company's traffic. Augutech will examine the reports and investigate and identify the source of the calls as unlawful or legitimate.

Traceback

Augutech is committed to cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that we learn are using our service to originate calls.

Customer Vetting

Augutech has procedures in place to prevent new & renewing customers from using our network to originate illegal robocalls. Augutech thoroughly vets new business customers by asking personally identifiable questions for additional security on each account before activating new service or making changes to existing services.

Enforcement

If it is determined an Augutech customer is originating prohibited unlawful robocalls on our network, Augutech will first warn the customer to stop and then terminate their service if they do not comply.

Customer Education

Augutech will post information on its website to educate customers on how to protect themselves from becoming a victim of unlawful Robocallers. Augutech also has a process to report complaints related to Robocall activity as well as to allow customers to opt out of Robocall Mitigation.

To opt in or opt out of the Robocall Mitigation Service, customers need to email support@augutech.com and/or call:

800-777-2714