

BayLink Voicemail – Robo Call Mitigation Plan

1. BayLink Services Overview

URL – www.baylinkvoicemail.com

BayLink is a switchless provider of virtual voicemail services. We do not own or operate an SBC or a PBX. Our typical customer is a small business, located in the USA that needs a 7-day, 24-hour automated voicemail answering service.

BayLink provides phone numbers in the area code of the customer's choice. Customers have the option of enabling alerts of new voicemails by email, text or phone call.

BayLink provides additional services such as:

- Call forwarding to end user cell phone
- Outbound calling from their voicemail box

2. Customer Verification

BayLink requires all customers to provide the following information for verification:

- Name
- Company name
- Billing address
- Contact email and phone number(s)
- Credit card payment information

In most cases verification is done by a follow up phone call. However, should the customer be requesting multiple services we may require proof of identity such as a driver's license or business ownership documentation.

Customers wishing to transfer ownership or responsibility of their account must provide verification details for the new party.

3. Terms of Service Agreement

All customers are provided with BayLink's terms of service agreement, which includes the following wording referred to as "Customer Conduct".

"BayLink has the right to refuse service to anyone who uses the services provided hereunder for obscenities, illegal activities, harassment or who interferes with or harasses BayLink or its customers. BayLink services are not to be used for high volume promotions, commonly referred to as robo calling."

4. RoboCall Mitigation – Inbound Calls

BayLink customers may be the targets of robocalls that are answered by BayLink's voicemail platform. BayLink has the following mitigation strategies.

- a) North American Dialing Plan Only – The BayLink voicemail platform will not accept calls from a non-US or Canadian phone number.
- b) Call Blocking – Customers may request that calls, to their voicemail number from specific 10-digit phone numbers be blocked. These requests must be made in writing (email). Calls from blocked numbers are logged (CDR) but no voicemail is recorded.
- c) Human Action Requirement – Customer's may request that their voicemail service be configured such that the caller must press a specific key to record a voicemail message. Callers hear "press 1 to record a voicemail message" and must execute this action within a specific time frame.
- d) BayLink regular notifies customers of these options. Customer requests are handled within 48 hours.

5. RoboCall Mitigation – Outbound Calls

The BayLink Voicemail platform supports outbound calling for the following features and services.

New Voicemail Alert – Customers can request that their service be configured to make an alert phone call as an alert that a new voicemail has been recorded.

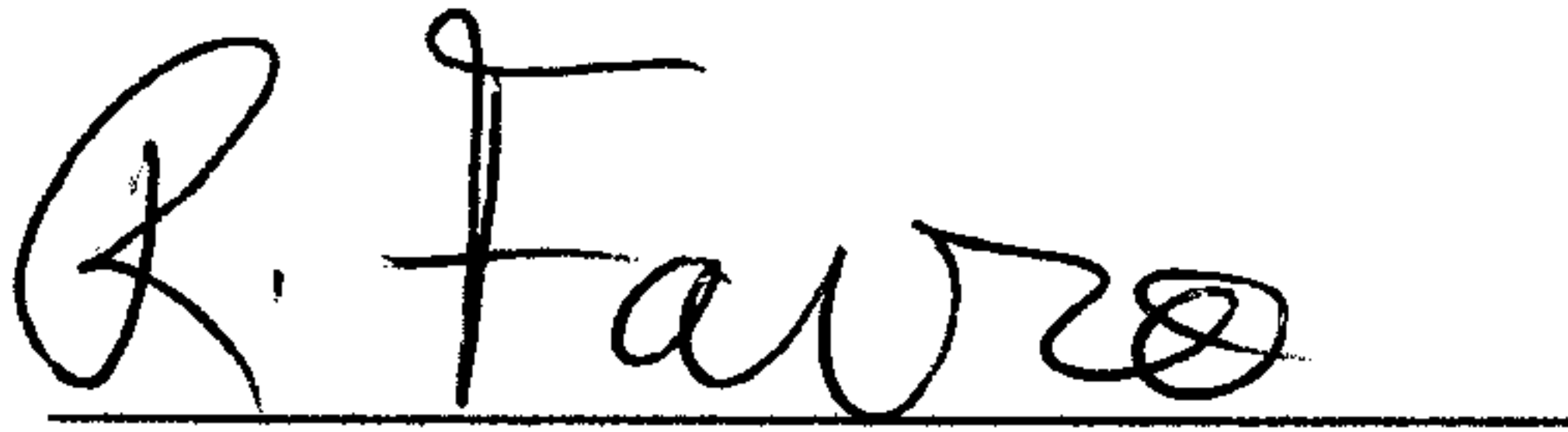
Call Forwarding – Customers can request that calls to their voicemail number be forwarded to another phone number such as their cell phone.

Outbound Calling – Customers can request that their service configured such that they can make outbound calls from their voicemail box.

BayLink uses the following strategies to mitigate the misuse of these features:

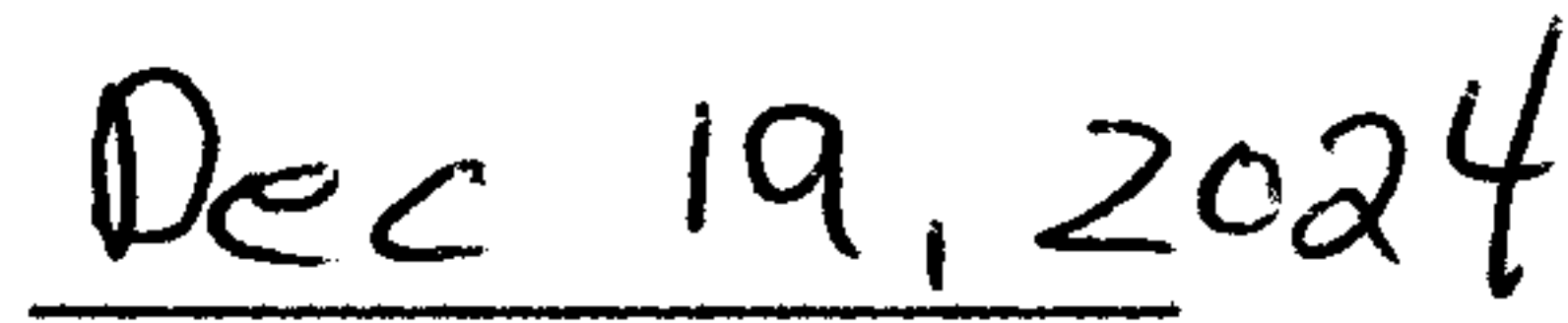
- a) North American Dialing Only – Outbound calls can only be made to US or Canadian phone numbers.
- b) Service Limitations – BayLink imposes a limit of one simultaneous outbound call that can be made through these features.
- c) Call Administration – Customers may change the target phone number through a web portal. There is no mechanism for uploading a list of phone numbers to be called.

- d) Configuration Control – Customers cannot change the configuration of their service. This can only be done by BayLink Customer Service and typically involves a price change
- e) Call Logging – All outbound calls are logged against the customer account. BayLink always keeps 90 days of call log history.



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Date