



Robocall Mitigation Plan

The following policies apply to all customers and/or prospective customers of MakingIT Happen Services ("MITH") and comprise our Robocall Mitigation Plan to avoid originating illegal robocall traffic from our network:

1. CONTRACT REQUIREMENT: Our agreements clearly prohibit passing illegal robocalls through any of our switches or networks and define precise requirements for ASR, LCD and other traffic statistics. Customers who violate these rules are subject to immediate termination without notification. If MITH believes illegal traffic has been passed through its network, the customer sending such traffic forfeits confidentiality and all data will be shared with industry partners and law enforcement as required by regulatory bodies.

2. CUSTOMER DISCLOSURES AND CONFIRMATION:

All customers of MITH are charter or K-12 schools within the United States and MITH has collected certain information from each school to ensure they are compliant and meet MITH's requirements to provide service. MITH investigates each school's claims to verify they are accurate before providing services to the school.

3. MONITORING AND TRACEBACK: MITH monitors its systems and customer PBXs which it supports diligently and will investigate any suspicious traffic. We act promptly when we detect traffic which appears to be robocall activity from a school to ensure it has been pre-authorized as "legal" (i.e. authorized political, non-profit, reverse 911 or fully-opted-in traffic). In the event MITH receives a Traceback request for an illegal robocall, we act on it immediately, request a specific and detailed explanation from our customer(s) and insist on immediate corrective action. We timely respond to all Traceback request from authorities. If corrective action is not timely provided by our customer, MITH takes whatever action is necessary to prevent recurrence of the event(s) including termination of service within FCC regulations for schools.

4. PUBLICATION AND NOTIFICATION: MITH publishes in the public section of its website this Robocall Mitigation Plan and further pro-actively notifies all customers of such policy along with keeping a record of such notifications.

5. FOREIGN SOURCES OF TRAFFIC: MITH does not service any non-US schools or customers.



6. ROBOCALL MITIGATION DATABASE: MITH has registered into the Robocall Mitigation database and has updated its entry as of December 18, 2024 to provide this additional information.

7. CALL BLOCKING: MITH working with its partners blocks all calls originating from numbers known to us to send illegal robocall traffic and/or calls destined to specific phone numbers as appropriate for robocall mitigation.

8. LAW ENFORCEMENT COOPERATION: MITH cooperates fully with investigative authorities, industry traceback groups, the FCC and the official consortium designated to lead private traceback efforts. We have a single contact individual designated to handle all traceback requests and coordinate with outside investigations.