

Unified Dispatch LLC

Robocall Mitigation Plan

July 2025

I. Introduction

Unified Dispatch LLC. (“Unified Dispatch” or “Company”) provides county, city, and local paratransit agencies with IVR systems. Its systems allow paratransit agencies to directly communicate with their paratransit riders, coordinating pick-ups and providing reminders or updates on the pick-up status. Notably, paratransit agencies are run by local governments and do not make profit per pick-up. Rather, their focus is on being as efficient as possible so that they can coordinate and pick up multiple individuals during overlapping routes. Paratransit is a subsidized service mandated by the 1990 Americans with Disabilities Act. Paratransit riders apply to be able to use the service and must demonstrate some disability that makes fixed route (transit buses) unable for them to use safely. Hence, it is a membership only service. Unlike many telemarketing companies, the paratransit agencies are not seeking out riders through the telephone communications that run through Bandwidth, Inc, who is our underlying provider.

To become a member of the service, a consumer must apply, submit information, and be interviewed to demonstrate their disability and need for this specialized service.

The two most common uses of our client’s outbound notifications are:

- Trip Reminders: These are calls to riders to remind them that they have trips scheduled for the next day.
- Arrival Notifications: These are calls to riders whose vehicle is close to their pickup location.

The calls originate from Unified Dispatch’s IVR systems that are connected to the Bandwidth.com network. The call requests to Unified Dispatch’s IVR systems come from integrations with the scheduling and dispatch systems where the rider’s trip is booked.

Nevertheless, Unified Dispatch has taken specific reasonable steps set forth herein to avoid originating illegal robocall traffic as part of its Robocall Mitigation Plan and for submission to the Federal Communications Commission (hereinafter “FCC”) Robocall Mitigation Database.

II. Robocall Mitigation

Responding to Traceback Requests:

Unified Dispatch understands that responding to traceback requests is a critical obligation for voice services providers. Unified Dispatch is committed to supporting efforts by the FCC to trace the origin of suspected illegal robocalls through the chain of interconnected voice service providers and to ensure compliance with the TRACED Act as far as it may apply to Unified Dispatch. While the foregoing is true, this may not be applicable due to the Company given its business model of providing limited call services for its business clients. However, Unified Dispatch can and will investigate traceback requests using its internal platform/system to assist in identifying the source of illegal or suspicious robocalls by determining where the lead originated (i.e., from which affiliate/marketing partner and from which domain).

Unified Dispatch will respond fully within 24 hours of its receipt of a traceback request from the FCC, law enforcement agencies, and the Industry Traceback Group (“ITG”) or other entity designated by the FCC, and will cooperate with these agencies to investigate and stop any illegal robocallers that use its service to originate calls. Upon receipt of a traceback request, Unified Dispatch shall: acknowledge its receipt of the request within a timely fashion, within 24-hours of its receipt; conduct an internal investigation to trace the call within our network; review call detail records; document its finding clearly; provide a transparent response sharing details it has learned from its investigation and if applicable, noting any corrective actions taken; maintain records as required by applicable regulations; and where required by the FCC, follow up with any additional reporting requirements.

Unified Dispatch devotes sufficient resources to providing prompt and complete information to traceback requests.

The Company's point of contact to oversee traceback requests is:

Name	Title	Contact Info
Dan Tamkin	President	dan@unified-dispatch.com

If Unified Dispatch does not have direct access to the call history or call detail records, it will contact its underlying carrier/partner and request that such information be provided within twenty-four (24) hours.

I. Know Your Customer:

- Each Unified Dispatch customer who uses our services must have a contract with Unified Dispatch that gives Unified Dispatch the right to stop calling services for any suspected calling abuse.
- Each of our mostly government transportation agency customers must have contracts with Unified Dispatch.
- Each agency must define a specific contact to discuss any calling related issues.
- Unified Dispatch does not allow non-contracted or one-off parties to use its services.

II. Acceptable Use Policy:

- All calls are strictly controlled by requiring outbound calls to registered riders of the Paratransit agency. These calls are made as part of their government subsidized service the rider has applied for and been granted permission to use per their membership.
- All Unified Dispatch customers commit to using pre-approved Unified Dispatch templates with some slight modifications.
- All Unified Dispatch customers must use their phone number as their caller ID so the called party can recognize who is calling.

III. International Call Originators:

The Company does not sell services to international call originators and does not operate as a foreign carrier.

IV. Call Analytics:

The Company scrubs against the national Do Not Call list and utilizes its internal suppression list.

V. Call Blocking:

This is not applicable as the Company only provides IVR services.