

Robocall Mitigation Plan

Revised: September 26, 2025

Univision, Inc. has the following policies in place which apply to all customers and prospective customers of Univision, Inc who subscribe to any of our voice services. These policies comprise our Robocall Mitigation Plan with the intent to avoid any illegal Robocall Traffic originating from our network:

1. Customer Agreements - Our customer agreements include terms that prohibit the generation of illegal robocalls from any of our voice services that we provide. Our agreements also include provisions where we inform customers that we will monitor traffic patterns on our services to identify potential robocall traffic and that upon investigation if we find that they are generating that traffic we will suspend their accounts immediately. All of these terms are very clear to all of our customers.
2. Customer Notification – All Customers are provided with a copy of our Robocall Mitigation Policy.
3. Know Your Customer Plan – Univision will only accept customers on our voice platform who we have an established working relationship with and where conditions are met:
 - a. We understand the customer’s business and know what the use case for their voice services are.
 - b. We know who the principals are with each client and have physically been to their office locations.
 - c. We do not accept any foreign customers.
 - d. We do not provide any voice services on a WHOLESale basis.
 - e. All customers sign ups for voice services are done one to one, no automated signups are allowed online.
4. Monitoring & Termination – Univision monitors the call traffic generated by each of our clients. If our monitoring identifies potential robocall traffic our voice team will investigate this traffic both internally and with the customer. If we determine that the customer is generating illegal robocall traffic, we will suspend their account immediately.
5. Law Enforcement Coordination – Univision will cooperate with any law enforcement agencies with valid jurisdiction. Additionally, we will report any customers we have identified as generating illegal robocall traffic to the appropriate law enforcement agencies.
6. Enforcement Action Certification - Univision was subject to an enforcement action by the FCC in 2025 due to not filing our Robocall Mitigation Database certification data in a timely fashion. This is the only enforcement action that we have been subject to and the issue leading up to the enforcement action has been resolved.