

TotalCare IT
3758 N Yellowstone Highway
Idaho Falls, ID
83401

RE: TotalCare IT's Robocall Mitigation Plan

1. TotalCare IT commits to respond to all traceback requests from the Federal Communications Commission, law enforcement and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocallers from using its services to originate calls, and that all voice traffic that originates on its network is subject to this robocall mitigation program.
2. TotalCare IT screens all applicants for its services to determine if they are intending to use such services for autodialing from a database of numbers for purposes of telemarketing without having received written permission from the called parties. Calls to wireline numbers for purposes of political campaigning, market research or polling are deemed legal.
3. TotalCare IT requires by contract that all users of its services comply with applicable laws prohibiting illegal robocalling and providing for blocking and/or termination of services for those that breach such provisions.
4. TotalCare IT configures all extensions and physical devices on its service to ensure reasonableness and compliance with laws and regulations.
5. TotalCare IT only uses upstream carriers that have partial or complete STIR/SHAKEN implementations.

If there are any questions or concerns regarding this plan, please contact my office.

Thank you,

A handwritten signature in black ink that reads "Nick Burrows". The signature is written in a cursive, slightly stylized font.

Nick Burrows
Operations Manager
TotalCare IT