



Tech 911 Group Inc., Robocall Mitigation Program

Tech 911 Group Inc. (“**Tech 911 Group**”) submits this Robocall Mitigation Program as required by 47 C.F.R. § 64.6305.

Tech 911 Group has fully implemented the STIR/SHAKEN authentication framework in its Internet Protocol networks, pursuant to 47 CFR § 64.6301(a). As detailed below, Tech 911 Group has taken reasonable steps to avoid originating, carrying, or processing illegal robocall traffic on its network.

1. “Know-Your-Customer” Procedures

Tech 911 Group takes reasonable steps to prevent new and renewing customers from originating illegal calls, including through its “know-your-customer” procedures. All services provided by Tech 911 Group are covered under our Master Services Agreement (MSA) that includes an Acceptable Use Policy and contractual terms and conditions. This Acceptable Use Policy states customers shall comply with all Federal, State and Local laws and ordinances that govern the use of Services. The MSA prohibits the use of such services in any way that is unlawful, harmful to or interferes with the use of Tech 911 Group’s network or systems. Violations of the rules and regulations specified in the TRACED Act would be considered a violation of the terms of our service. Tech 911 Group reserves the right to suspend or terminate an account without notice for engaging in such prohibited practices. Tech 911 Group can block voice traffic, when necessary, although Tech 911 Group never blocks emergency 911 calls. Tech 911 Group’s MSA that includes the Acceptable Use Policy will be available to the public on our website at www.t9sg.com

Our subscribers are vetted through our internal onboarding process that includes the collection of information on the subscriber, including but not limited to:

1. Full legal name
2. Physical Locations of Operations
3. Contact persons (noted on the CPNI/Contact Authority Form)
4. Federal Tax ID (if applicable)
5. Nature of business

2. "Know-Your-Upstream Provider" Procedures

Tech 911 Group has two upstream providers, Vitelity and Bandwidth.com. All upstream provider services used by Tech 911 Group are covered under contractual terms and conditions. These upstream providers have Robocall Mitigation plans in place and published on the FCC website. Violations of the rules and regulations in the TRACED Act by our upstream providers would be considered a violation of the terms of our contracts with those providers.

Tech 911 Group will accept calls directly from a voice service provider only if that voice service provider's filing appears in the Robocall Mitigation Database and that filing has not been de-listed pursuant to an enforcement action by the Commission.

3. Commitment to Respond Fully to Traceback Requests

Tech 911 Group commits to respond fully, within 24 hours, to valid traceback requests made by the Industry Traceback Group (ITG), U.S. government agencies (including the FCC), U.S. law enforcement, and to cooperate with such entities in investigating and stopping illegal robocallers that use Tech 911 Group's service to originate, carry, or process illegal robocalls.

Tech 911 Group has not been the subject of a formal FCC, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation plan description.

CERTIFICATION

Pursuant to 47 C.F.R. § 1.16, I declare under penalty of perjury that the statements contained within the foregoing Robocall Mitigation Program are true and accurate to the best of my current information, knowledge, and belief.