

Call 4 Health Robocall Mitigation Plan

To prevent customers from originating illegal robocall traffic, we have implemented a comprehensive robocall mitigation program. This program includes proactive blocking of unwanted traffic, Know Your Customer (KYC) practices, timely response to traceback requests, compliance assurance, and ongoing network traffic monitoring. The key measures are outlined below:

- **Proactive Blocking:**
We apply proactive blocking to all traffic. Calls originating from numbers on Do-Not-Originate (DNO) lists provided by Industry Traceback Group are permanently blocked. Additionally, calls from invalid numbers are also blocked to prevent misuse.
- **Know Your Customer (KYC):**
We enforce strict KYC policies for all customers by collecting essential information such as physical business location, contact details, federal tax ID, and the nature of the customer's business.
- **Traceback Requests Follow-Up:**
We are dedicated to responding promptly to all traceback requests from the Industry Traceback Group, ensuring full cooperation and transparency.
- **Compliance Assurance:**
If a complaint is received, traffic from the offending customer is immediately suspended until the issue is resolved. This ensures compliance and prevents further violations.
- **Network Traffic Monitoring:**
We actively analyze high-volume network traffic to detect patterns indicative of robocall activity. We also receive alerts from all our telephony vendors regarding anomalies or spikes in voice traffic. This helps us quickly identify and address the source of illegal calls.

These measures reflect our commitment to ensuring a secure and responsible communication environment for all users.