



Eminent Solutions Integration, Inc.

RE: Eminent Solutions Integration, Inc. Robocall Mitigation Plan

1. Eminent Solutions Integration, Inc. 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 on our systems is subject to this robocall mitigation program.
2. Eminent Solutions Integration, Inc. screens all potential and existing customers 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 healthcare, political campaigning, market research or polling are deemed legal.
3. Eminent Solutions Integration, Inc. only works with clients and client contacts that are verified to have the authority to represent the company they have signed up on behalf of. These are primarily small and medium sized local businesses.
4. Eminent Solutions Integration, Inc. employees are the only ones authorized to configure phone systems, call routes, caller ID settings (CPN and CNAM) for our Clients. All Calling Party Number information is verified with Client to validate that they are the owners of the numbers.
5. Eminent Solutions Integration, Inc. has added to our new service agreement clauses disallowing robocalling or any computer-aided dialing. Existing clients are being sent additional terms and conditions disallowing robocalling.
6. Eminent Solutions Integration, Inc. works with our carrier, Voip Innovations, to incorporate best practices for robocall mitigation. Voip Innovations continuously monitors all of our traffic and alerts us of any short duration or potential robocalling issues, which would cause us to immediately investigate and mitigate any issue. Voip Innovations and we have the ability to stop calls from any system until any issue is resolved.
7. Anyone wishing to report a robocalling issue and open an investigation can call our office at 305-885-2212 or send an email to help@emisolve.com.

This plan is periodically reviewed with our carrier and industry news to continuously improve our efforts to ensure robocalling does not originate from any of our systems.

Sincerely,

Raymond del Rey

President

Eminent Solutions Integration, Inc.