



"We're Here to Serve"

Vivio Technologies

POB 345
Walla Walla, WA 99362
Toll Free – 1.877.44VIVIO
Direct – 1.509.593.4207

Robocall Mitigation Plan

SMK Solutions, Inc. DBA Vivio Technologies is only uses and resells VOIP services to a handful of clients. But we recognize that the threat of bad actors is real. We have implemented the following Robocall Mitigation Plan.

1. We vet each potential client to ensure they do not plan to use our lines for robocalls
2. We lock down our endpoint servers with firewalls and Complex passwords.
3. We periodically check on the servers for suspicious activities.
4. Any reports of robocalling from our lines / networks are looked into as soon as possible and appropriate actions to stop that activity will be put in place.
5. Policies are review as needed and at a minimum on an annual basis. And will update and implement changes as needed.

Sincerely,

Mark Keymer

President

SMK Solutions, Inc. DBA Vivio Technologies