

Answer Technology Group provides small and medium size businesses with cloud voice services. ATG customers must comply with all rules and regulations set forth.

- violating any applicable local, state, or federal law; using the ATG services to engage in or in connection with fraudulent activities will result in suspension of services and penalty enforcement
- ATG provides all programming of outbound caller ID and customers have no access to make changes to their services. This prevents altered, deceptive, or false information about the identity of the sender making the phone calls or fax.
- ATG does not allow predictive dialers to be connected to our services.
- ATG does not turn on international outbound calling for customers. In special cases we can allow these calls but daily limits of \$5 per day are enforced.
- ATG will actively cooperate with the traceback community including the FCC, law enforcement, and The Industry Traceback Group (ITG) to investigate and stop illegal robocalls.

Answer Technology Group (ATG) has been in the telecom business since 1998. We have always protected our customers privacy and security. Additional steps taken are as follows;

- 32-character passwords for all chan-sip and pj-sip hosted voice extensions
- Customer site must have password protected firewall
- Access to customers ATG services only allowed from approved IP addresses that are white-listed, and or trusted
- Servers for hosted services are all on Vultr. Vultr has password protected services.
- Each Vultr server supports one end customer.
- Software updates for servers are provided by Vultr
- ATG uses Sangoma Free PBX for our voice services. Software system updates and module updates are always kept up to current software releases. Built-in Firewall provides monitoring and reports of malicious attempt.
- Inbound conferencing can be set up by ATG with passwords and time limits.

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