

Robocall Mitigation Plan

Introduction:

Southgate Tech, Inc. is a voice service provider serving fewer than 100,000 voice subscriber lines. This document details the reasonable steps and actions taken by Southgate Tech, Inc to mitigate and eliminate illegal robocalling with our Robocalling Mitigation Plan in compliance with the regulations and guidelines set forth by the Federal Communications Commission. Southgate Tech, Inc. has an ongoing commitment to scan for and help alleviate illegal robocalling by pre-qualifying prospective customers and working with other providers and regulatory agencies in combatting fraudulent voice activity.

Know your customer policy:

At Southgate Tech, Inc. we have implemented a Know Your Customer policy designed to verify the identities and operational legitimacy of all our clients. This policy is a cornerstone of our efforts to mitigate robocall activities and ensure compliance with all applicable regulations, including those mandated by the Federal Communications Commission (FCC).

1. Established Business Relationships: We exclusively serve customers that are established businesses within our area and its surrounding regions.
2. Manual Account Setup: To ensure the utmost accuracy and security, all customer accounts are set up manually by our dedicated employees.
3. Business Verification: Prior to account activation, we conduct a comprehensive verification process. This includes, but is not limited to, validating the business's registration details, physical location, and operational status through publicly available records and, when necessary, direct contact.
4. No Automatic Sign-Ups: We do not employ automatic or automated sign-up procedures, thereby eliminating the risk of fraudulent account creation.
5. End-User Sales: Our services are tailored exclusively for end users, ensuring that the communication solutions we provide are directly utilized by the businesses themselves. This direct-to-user model allows for greater control and monitoring of service usage, aligning with best practices for robocall mitigation.
6. Business-Centric Customer Base: Approximately 99% of our clientele are businesses, reinforcing our specialized focus on serving the professional community. This business-centric approach further supports our commitment to maintaining a secure and compliant communication environment.

Continuous Monitoring and Compliance:

Our Know your customer policy extends beyond initial customer onboarding. We continuously monitor account activity to ensure ongoing compliance with our standards and regulatory requirements. Any anomalies or suspicious activities are promptly investigated, and appropriate actions are taken to maintain the integrity of our services and protect our network from misuse.

Active Engagement in Traceback Initiatives

1. Collaboration with Authorities: Southgate Tech, Inc. is fully committed to cooperating with regulatory bodies, law enforcement agencies, and industry partners in traceback investigations. Southgate Tech, Inc. will respond to traceback requests from the Commission, civil and criminal law enforcement, and the industry traceback consortium fully and in a timely manner within twenty-four (24) hours.

2. Transparency and Communication: Southgate Tech, Inc. maintains an open line of communication with all stakeholders involved in a traceback investigation. We ensure that relevant information is shared in a timely and secure manner, respecting privacy and confidentiality requirements while supporting the overarching goal of robocall mitigation.

Public Safety safeguards:

Southgate Tech, Inc. will not block a voice call under any circumstances if the call is an emergency call placed to 911 and will make all reasonable efforts to ensure that it does not block any calls from public safety answering points and government emergency numbers.

Know you upstream provider:

Southgate Tech, Inc. receives all traffic from Bandwidth Inc. Bandwidth, Inc. blocks traffic from carriers that are not in the Robocall Mitigation Database or have been removed from the Robocall Mitigation Database.

Southgate Tech, Inc has confirmed that all its connected carriers are listed in the Robocall Mitigation Database.

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