

Robocall Mitigation Program

Wilcom Inc

802 Nashville Hwy

Columbia, TN 38401

1. We do not service call centers.
2. The telephones and equipment used for our service are provided by Wilcom. No customer provided equipment is allowed.
3. Our servers and backbone equipment are MAC address sensitive to the equipment registered to it. This will not allow an unauthorized device to make a call.
4. Our customer base is made up of a clientele of local and regional service related businesses that would not have a need for Robocalling.
5. Our firewalls do not allow access to equipment capable of dialing from IP addresses that we do not manually allow.
6. Any excessive call flow, burst or drastic increase in calls on a particular trunk are immediately flagged with management notification. We do not use third party analytics.
7. If any attempt is made to set up, install, or deviate from provided equipment the customers service will be discontinued immediately.
8. The following clause has been added to our customer service agreement:

17. Robocall Mitigation. Company is part of a robocall mitigation program that includes reasonable steps to avoid originating illegal robocall traffic. Customer is required to respond within 24 hours to traceback requests from the Company, Federal Communication Commission, law enforcement, and the industry traceback consortium. All customers are encouraged to participate in the robocall mitigation program to help prevent illegal robocalls. Company noncompliance with the robocall mitigation program can lead to penalties or removal from the Robocall Mitigation Database. Customer violations of any aspects of the Robocall Mitigation Program will lead to immediate termination of service with cause and all termination penalties will be enforced.