



Robocall Mitigation Plan

The following policies apply to all customers and/or prospective customers of Micro VoIP Telecom INC and comprise our Robocall Mitigation Plan to avoid originating illegal robocall traffic from our network:

1. RMD Action- Micro VoIP Telecom was not aware of email sent in regard to RMD filling, and deadline, we did not get an opportunity to make proper filling in the Robocall Mitigation Database, as a result was removed from Robocall Mitigation Database, which was reinstated after filling RMD plan.

2. SERVICE CONTRACT: Our service contract prohibits passing illegal robocalls through any of our switches or networks and defines precise requirements for ASR, LCD, and other traffic statistics. Customers who violate these rules are subject to immediate termination without notification. If Micro VoIP Telecom INC works with a third party Vendor Viirtue INC, which provides analytics to implement tools such as traffic monitor, and setup rules to filter out spam calls, if we believes illegal traffic pass through our network, the customer sending such traffic forfeits confidentiality, all data will be shared with industry partners and law enforcement as required by regulatory bodies.

1. CUSTOMER DISCLOSURES AND CONFIRMATION: All customers are required to disclose the scope of their business, physical location, contact personnel, state/country of incorporation or business formation, federal tax I.D. and USA government I.D of officer of company. We endeavor to know the precise type of traffic which originates from each customer', Micro VoIP Telecom INC investigates each Customer's claims, and verifies accuracy before accepting them as a customer.

3 MONITORING AND TRACEBACK: Micro VoIP Telecom, works with Viirtue INC, to monitors its system diligently and will investigate any suspicious traffic. We act promptly when we detect traffic which appears to be robocall activity to ensure it has been pre- authorized as "legal" (i.e., authorized political, non-profit, reverse 911 or fully-opted-in traffic). In the event Micro VoIP Telecom receives a Traceback request for an illegal robocall, we act immediately by notifying our carriers, request a specific and detailed explanation from our customers(s), and insist on immediate corrective action. We respond to all Traceback requests from authorities. If corrective action is not provided by our customer

2. CALL BLOCKING: Micro VoIP Telecom blocks all calls originating from numbers known to us to send illegal robocall traffic and/or calls destined to specific phone numbers as appropriate for robocall mitigation.

4 LAW ENFORCEMENT COOPERATION: Micro VoIP Telecom cooperates fully with investigative authorities, industry traceback groups, the FCC and the official consortium designated to lead private traceback efforts. We have a team of support individuals designated to manage all traceback requests and coordinate with outside investigations.

3. COMPANY COMMITMENT

Micro VoIP Telecom, work with telecom provider Viirtue INC, who is fully STIR/ Shaken Implemented

4. *Active listing in the FCC's Robocall Mitigation Database*

Know Your Customer (KYC): Your specific onboarding procedures - what you collect/verify, how you vet customers, and what controls you use to reduce bad actors.

Traffic Monitoring / Analytics / Enforcement: What tools you use to monitor traffic and enforce policies, including any third-party vendors (they should be identified by name if used).