

Cady Business Technologies

ROBOCALL MITIGATION PLAN

(rev 2/6/25)

Cady Business Technologies is a reseller of voice over Internet Protocol (VoIP) service. We use five wholesale network providers. This Robocall Mitigation Plan describes the specific reasonable steps that Cady Business Technologies has taken to avoid the origination, carrying, or processing of illegal robocall traffic on our wholesale provider's network.

Cady Business Technologies has FOUR upstream providers from which it receives voice traffic:

1. GigTel, 2 S. West St, Cloverdale, IN 46120
Phone 844-782-1387
2. Reinvent Telecom, 10190 E. McKellips Road, Scottsdale Arizona 85251
Phone: 855.455.7346, Email: partnersupport@reinventtelecom.com
3. Inteliquent, 10300 6th Ave N, Minneapolis, MN 55441
Phone: (800) 933-1224
4. Bandwidth, Inc.
Phone: 800 808-5150

Affirmative, Effective Measures to Prevent New and Renewing Customers from Originating Illegal Calls

Cady Business Technologies has a "know-your-customer" policy through which we exercise due diligence in ensuring that our services are not used to originate illegal traffic.

As part of its onboarding process for business customers, Cady Business Technologies undertakes various commercially reasonable precautions prior to entering into a formal written agreement. All prospective business customers participate in an in-person or telephonic enrollment/contract process. In addition, Cady Business Technologies investigates the prospective business customer's background, taking steps such as checking for a company website, determining how long the business has been operating, and confirming their corporate status with the applicable State Secretary of State's office or website, along with other indications of a legal, operating business. Cady Business Technologies collects and as needed, verifies the following data on prospective business customers as part of its investigatory process:

- Physical business location
- Contact person(s)
- State or country of incorporation
- Federal tax ID number
- General nature of the business

In addition, if Cady Business Technologies were to receive a request for high-volume origination services, it would exercise caution and extensively investigate such customers before granting access to the services.

Furthermore, Cady Business Technologies has an Acceptable Use Policy which contains provisions that allow us to suspend or terminate the services of a customer engaged in illegal robocalling or otherwise abusing our services.

“Know-Your-Upstream Provider” Procedures

Cady Business Technologies relies upon the “Know-Your-Upstream Provider” procedures of its wholesale providers. Cady Business Technologies is confident that our upstream providers exercise due diligence before accepting traffic from an upstream provider.

Use of Call Analytics Systems

Cady Business Technologies relies on the analytics software of its wholesale providers, Reinvent Telecom, Gigtel, Inteliquent, Bandwidth) to alert us to any suspicious calling patterns that suggest a customer may be engaged in illegal robocalling.

Commitment to Respond to Traceback Requests

Cady Business Technologies commits to respond fully, within 24 hours, to all traceback requests from the FCC, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping illegal robocallers that use its service to originate, carry, or process illegal robocalls.