

FCC Robocall Mitigation Program Description

1. Use Case

Digital Solutions Group, Inc provides logistics software for 3rd Party Transportation Service Providers on behalf of IKEA. As part of our service, we notify customers when their big and bulky deliveries will be arriving at the customer's location. IKEA requires the customer consent to being contacted via SMS or phone if that customer wants home delivery service. We only contact customers that have consented to being called at the point of sale, and this contact information is provided by IKEA thru an encrypted digital transmission.

2. Opt Out

Our automated call system provides an explanation and option for the customer to add the called phone number to our black list by pressing a single digit. Our automated SMS system also includes a message allowing the customer to reply STOP to an incoming SMS and their number will automatically be added to our blacklist. Our system will never call or SMS any phone numbers that have been added to the blacklist, even if the number is sent by IKEA on a separate order.

3. Closed Environment

Our system does not allow any third parties to contact IKEA customers thru the automated system and once a delivery is complete, the order is encrypted and archived and the customer will not be contacted again unless they place another order with IKEA and consent to being contacted (unless they previously added their phone number to the blacklist). We do not use this system for marketing or unsolicited phone calls of any type.