

Description of Services and Robocall Mitigation Plan

10 December 2024

Description of Services

OpenText, Inc. (herein mentioned as “OpenText”) provides electronic facsimile (fax) services to end user clients. Fax transmissions are machine-generated by OpenText with the intent to be delivered over the public telephone network to a telephone number assigned as a fax machine or equivalent fax service.

OpenText additionally provides store-and-forward and broadcast voice messaging services. Voice messages generated by OpenText controlled systems are based on recordings or other input from the end user client, with the delivery intent over the public telephone network to a telephone number that has opted to receive incoming calls.

OpenText is not a provider of voice dial tone services. OpenText end user clients do not directly originate fax or voice calls. All fax and voice messaging calls originate from systems controlled by OpenText. OpenText is not a licensed common carrier and does not maintain an OCN registration.

OpenText other d/b/a and/or brand names include: EasyLink Services, Xpedite Systems, and XMedius.

Robocall Mitigation

We at OpenText understand the importance of robocall mitigation and adhere to the following practices. A current contact for robocall mitigation issues has been provided in the FCC Robocall Mitigation database in accordance with FCC Order 47 CFR § 64.6305.

Know your clients.

OpenText engages in business-to-business electronic messaging services. As part of the onboarding process, OpenText collects the client’s legal name, address, and contact information. OpenText does not provide services unless the client provides the information requested. Clients are unable to send calls anonymously without preregistration.

Know your providers.

OpenText utilizes licensed carriers to terminate outgoing fax and voice messaging calls. OpenText requires upstream providers for listing within the FCC Robocall Mitigation Database.

Network Monitoring

OpenText employs daily monitoring of call flows to proactively address irregular activity.

Do Not Call and Opt-Out

OpenText implements the Federal Do Not Call database on a regular basis as a blocked list to restrict calls to those telephone numbers contained in the database. OpenText also maintains an opt-out process where recipients of calls originating from OpenText may request their telephone number added to a blocked list.

Reactive Response to Robocall Reports

OpenText commits to respond to reports of irregular traffic from upstream providers within 24 hours. OpenText also commits to provide information to government regulators and law enforcement bodies upon request.

Closing Statement

Unsolicited, robocalls, and fraudulent calls represent a serious threat to the telecommunications industry and its customers. OpenText strives to adhere to FCC orders and rules, telephone carrier guidelines, and industry best practices to mitigate malicious calls.

OpenText fax and voice messaging calls utilizes licensed carriers/operators to terminate fax and voice messaging calls. All carriers have completed or partially implemented STIR/SHAKEN protocols and procedures.

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.

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OpenText

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