

ROBOCALL MITIGATION PLAN

1. Purpose

This Robocall Mitigation Policy describes the measures Plexus Technology Solutions takes to prevent, detect, and mitigate the origination of illegal robocalls on our network. This policy is filed in compliance with the Federal Communications Commission (FCC) Robocall Mitigation Database requirements.

2. Role in the Call Chain

Plexus Technology Solutions, LLC is a Voice Service Provider that has fully implemented the STIR/SHAKEN framework in accordance with the Federal Communications Commission's rules.

All outbound calls originating on the Plexus Technology Solutions network are authenticated and signed using STIR/SHAKEN, applying the appropriate attestation level based on the calling party's authorization and the information available at call origination. This enables downstream providers to verify the authenticity and integrity of calls and supports the identification and mitigation of illegal robocalls.

Plexus Technology Solutions maintains policies and procedures to ensure that calls originate only from authorized customers and lawful use cases and enforces robust robocall mitigation practices to prevent the origination of illegal or abusive traffic.

3. Robocall Mitigation Practices

Plexus Technology Solutions employs a multi-layered approach to mitigate illegal robocalls, including Know-Your-Customer (KYC) procedures, traffic monitoring, call blocking and labeling, customer education, and enforcement actions consistent with FCC rules.

4. Traceback Cooperation

Plexus Technology Solutions cooperates fully with the Industry Traceback Group (ITG). We maintain call records and promptly respond to traceback requests to assist with the identification of unlawful robocall sources.

5. Points of Contact

Robocall Mitigation Contact

xxx xxx

Plexus Technology Solutions, LLC

Email: xxx@plexustechnology.com

Phone: xxx.xxx.xxxx

6. Certification and Ongoing Commitment

Plexus Technology Solutions, LLC certifies that it has fully implemented STIR/SHAKEN and signs all outbound calls in compliance with FCC requirements, including 47 CFR §64.6301–§64.6305.

Plexus Technology Solutions remains committed to preventing the origination of unlawful robocalls through the robocall mitigation practices described in this policy, including customer vetting, traffic monitoring, enforcement actions, and cooperation with industry traceback efforts. This policy will be reviewed periodically and updated as necessary to remain consistent with FCC guidance and industry best practices.