

To whom it may concern

27 September 2021

Dear Sir/Madam

This is to certify what Infinity has implemented as part of the robocall mitigation needs in our systems:

Calls redirected from inbound tracking numbers

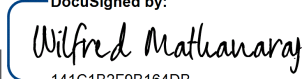
Our tracking platform is not viable for use with robocalling; it is a premium product designed for inbound call tracking. Our platform does not allow automated registration, and clients that we do allow onto our platform are vetted during our sales process.

Most calls originating from our platform are sent directly to our client's own destination numbers to assist them in tracking inbound calls. These are initiated by inbound calls to marketing numbers registered with us on behalf of our clients. There's no option in the platform to override the tracking destination on a per-call basis. We only accept inbound trunks from a small set of trusted partner carriers, and our SIP gateways are firewalled to ensure this. The inbound leg of these calls should already be attested, and our partner carriers will re-attest the outbound leg where required. We offer our clients options to block unwanted calls, either by CLI recognition, blocking of anonymous calls.

Calls from our registered PBX users

Again, our platform does not allow automated registration, and clients that we do allow onto our platform are vetted during our sales process.

For the handful of clients that we allow to make outbound calls to previously unregistered destinations, we require that they authenticate to our PBX platform individually, and that they present a valid UK or US caller ID on every call. These calls are attested by our partner carriers on our behalf.

DocuSigned by:
[Signature] 
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[Recipient Name] wilfred Mathanaraj
[Job Title] VP of Engineering