

# TALKROUTE INC.

## Robocall Mitigation Plan

This robocall mitigation plan is for Talkroute Inc.

Talkroute, Inc. does not have a history of enforcement actions for illegal robocalls, TCPA or TSR violations, or related state law violations.

Talkroute, Inc. uses the following affirmative, effective measures to prevent the origination or transit of illegal robocalls

All customers are only able to place calls originating from their own phone number. Caller ID and call records are reviewed when service is installed to verify legitimate caller id Information. We do not have any process to autogenerate calls and all calls are generated by human interaction. Our firewalls permit traffic only from their IP addresses. We utilize call blocking technology to automatically block known robocall numbers and suspicious calls identified by analytics.

## Know Your Customer

All customers are vetted by hand before they are allowed to place calls. We check for a valid email address, US based IP address device, valid and working forwarding phone number. All accounts are fraud checked using MaxMind's minFraud platform. Our contractual provisions with customers prohibit them from initiating illegal robocalls. If we find a customer initiating suspicious robocalls, we warn them to stop. If such traffic continues, then we terminate their service.

## Traceback

We respond within 24 hours to all traceback requests from the Commission, law enforcement, and the registered traceback consortium. We cooperate fully with such entities in investigating and stopping any illegal robocallers that use our service to originate, carry, or process illegal robocalls.