



Miami, December 2024

Robocall Mitigation Program Description:

1- STIR/SHAKEN protocol applied to originating portion of the calls from our network, using two carriers that both support and require such protocol to be able to complete calls (IDT and SINCH). That way we ensure that all outgoing call's caller IDs are verified.

2- We only have RETAIL business users (offices):

Our Company only provides service to customers with retail offices (dentists, doctor's offices, construction companies, restaurants, auto parts, car dealers, etc.) , we DO NOT provide service to contact/call centers for outgoing traffic.

3- Call Analytics:

Our systems have alerts and alarms that allows Us to monitor the types of calls our RETAIL users generate. We control the amount of CAPS (Call Attempts Per Second) from each customer's individual account, making sure calls are coherent with regular human behavior and not automatically generated. Depending on the size of the retail user our system automatically sets a maximum amount of CAPS (Call Attempts Per Second) and CAPM (Call Attempts Per Minute).

We also prevent multiple registrations per end point user (only one registration per user within our sip servers) and a maximum of TWO (2) calls allowed at the same time per extension/user

4- Our Retail solution only provides IP PBX systems to our Customers, thus we can better control the generation portion of the call, since calls are being generated only from our Virtual PBX systems