

Robocall Mitigation Plan

The following policies apply to all customers and/or prospective customers of Wasatch Technology Group, Inc (hereafter WTG) and comprise our Robocall Mitigation Plan to avoid originating illegal robocall traffic from our network:

1. **CONTRACT REQUIREMENT:** Our agreements clearly prohibit the passing of illegal robocalls through any of our switches or networks. Customers who violate these rules are subject to immediate termination without notification. If WTG believes illegal traffic has been passed through its network, the customer sending such traffic forfeits confidentiality and all data will be shared with industry partners and law enforcement as required by regulatory bodies.
2. **CUSTOMER DISCLOSURES AND CONFIRMATION:** All customers are required to disclose certain information about their business such as physical location, contact personnel, state of incorporation or business formation. They must also disclose the practices and nature of their business. We endeavor to know the precise type of traffic which originates from each customer's switch including the type of customers they acquire and the exact type of services they provide. WTG investigates each Customer's claims to verify accuracy before accepting them as a customer.
3. **MONITORING AND TRACEBACK:** WTG monitors its system diligently and will investigate any suspicious traffic. We act promptly when we detect traffic which appears to be robocall activity to ensure it has been preauthorized as "legal" (i.e. authorized political, non-profit, reverse 911 or fully-opted-in traffic). In the event WTG receives a Traceback request for an illegal robocall, we act on it immediately, request a specific and detailed explanation from our customer(s) and insist on immediate corrective action. We timely respond to all Traceback requests from authorities. If corrective action is not timely provided by our customer, WTG takes whatever action is necessary to prevent recurrence of the event(s).
4. **PUBLICATION AND NOTIFICATION:** WTG publishes in the public section of its website this Robocall Mitigation Plan and further proactively notifies all customers of such policy along with keeping a record of such notifications.
5. **WTG GENERATED Traffic:** WTG's Robocall traffic is limited to its own vetted clients and primarily in the form of medical appointment reminders and IT notifications.
5. **FOREIGN SOURCES of Traffic:** WTG does not have, nor does it plan to pursue, non-USA customers. Any foreign sources of traffic would indicate a security breach and would be resolved promptly.
6. **LAW ENFORCEMENT COOPERATION:** WTG cooperates fully with investigative authorities, industry traceback groups, the FCC and the official consortium designated to lead private traceback efforts. We have a single contact individual designated to handle all traceback requests and coordinate with outside investigations.