

Investa Dual S.A. de C.V

2026 Robocall Mitigation Plan

Investa Dual S.A. de C.V (“INVESTA DUAL”) confirms that its Robocall Mitigation Plan explicitly addresses the obligations applicable to originating providers, including those arising from providing services directly to call centers.

This document details the reasonable steps and actions taken by INVESTA DUAL to mitigate and eliminate illegal robocalling. INVESTA DUAL has an ongoing commitment to scan for and help alleviate illegal robocalling by pre-qualifying prospective customers, monitoring existing customers for traffic patterns indicative of prohibited robocalls, and working with other providers and regulatory agencies in combatting fraudulent voice activity.

-Call Center Onboarding and KYC

Investa Dual applies robust onboarding and KYC controls to all call-center customers. This includes verification of legal identity, ownership, business operations, physical presence, and authorized users, as well as collection of detailed information regarding intended calling activities, traffic profiles, and campaign types. Customers are contractually required to provide all the necessary documents, including those provided by the call center registration Authority

-Campaign and Traffic Vetting

All calling campaigns are subject to advance disclosure and review prior to activation. Investa Dual continuously monitors originating traffic for abnormal patterns, complaint indicators, or other signs of unlawful or unwanted robocalling. Traffic that deviates from approved parameters or presents elevated risk may be blocked or suspended immediately. We have active compliance team that records and monitors the calls before setting the customer live to prevent any kind of Scam or robocalls.

-Consent and Lawful Calling Requirements

Investa Dual requires customers to obtain and maintain valid, legally sufficient consent for all calls and to comply with all applicable laws and regulations. Customers must retain auditable records of consent and calling authorization and provide such documentation upon request. Unauthorized caller ID use and spoofing are strictly prohibited.

Enforcement and Remediation

Investa Dual enforces compliance through contractual and technical measures using several tools; including immediate call blocking, campaign suspension, corrective action requirements, and service termination for repeated or serious violations. Investa Dual cooperates with regulators, traceback efforts, and law enforcement as appropriate.

Traceback Requests

INVESTA DUAL is committed and will respond fully within 24 hours to all Traceback Requests from the FCC, law enforcement agencies, and the industry traceback consortium and vows to cooperate with these agencies in investigating and stopping any illegal robocallers that use our service to make calls. INVESTA DUAL will devote sufficient resources to provide prompt and complete information to traceback requests. Our point of contact to handle all traceback requests is:

Michelle Perez

Director

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If a traceback exposes an existing customer as the source of fraudulent robocalls, or as having transmitted fraudulent robocalls, a demand for an explanation and verification of mitigation of the traffic is issued to the customer.

If the fraudulent traffic is not remediated, INVESTA DUAL immediately begins rejecting all traffic from the offending customer.