

ROBOCALL MITIGATION PLAN

Prime Internet Group has taken reasonable steps set forth in this attachment to avoid originating illegal robocall traffic as part of its robocall mitigation program. Prime Internet Group is continuously analyzing the effectiveness of this program and is reviewing industry best practices. Prime Internet Group reserves the right to modify and/or supplement the robocall mitigation measures included in this plan to adapt to risks, and to improve the overall effectiveness of its program.

- Client Screening
- Business clients are required to provide their tax id number, certificate of incorporation, and their use case
- STIR/SHAKEN implementation requests for all DID's from the trunk providers/carriers
- GEO-IP filtering (Trunk Provider & PBX)
- IP whitelisting (Trunk Provider & PBX)
- Concurrent Call Limit (Trunk Provider & PBX)
- IPS/IDS System on the PBX, with permanent lockouts
- System Logs
- Email alerts for calls placed to any countries on the "do-not-allow" list
- Billing Alerts
- No dialer option