

DRNS Software Solutions, L.L.C. d/b/a Providerflow provides voice services in the United States. Providerflow does not originate outbound voice calls and does not control the originating network. Accordingly, Providerflow does not have an independent STIR/SHAKEN implementation obligation under 47 C.F.R. §§ 64.6300(d) and 64.6304. Providerflow relies on its underlying wholesale carriers, which have certified compliance with applicable STIR/SHAKEN requirements, to perform caller ID authentication and call signing where required.

Providerflow files in the FCC Robocall Mitigation Database as a *Voice Service Provider*, because it provides inbound toll-free support lines, outbound faxing, and related services to end users. Providerflow is not a gateway provider or a non-gateway intermediate provider.

The Commission requires all voice service providers to develop a Robocall Mitigation Plan that:

- details the reasonable steps taken to avoid originating illegal robocalls
- demonstrates a commitment to respond to traceback requests to cooperate with investigating and stopping illegal robocalls
- is filed in the Robocall Mitigation Database.

The Company's designated contacts for Robocall Mitigation issues are:

Primary Contact: William Timmerman, CISO 608-563-3128
Secondary Contact: Cindi Benson, CFO 608-741-5005
400 Midland Ct. Suite 201, Janesville, WI 53546
Regulatory@datadimensions.com

The Company is not a foreign voice service provider.

This Robocall Mitigation plan to meet the requirements defined above consists of the following:

1. Traceback Response

Providerflow will comply with efforts to traceback the source of suspected robocalls.

- All Commission, law enforcement, and the ITG requests will be responded to within 24 hours (with the option of immediate) for exigent requests.
- Continued cooperation with traceback requests received directly from carriers, industry associations, and other recognized and creditable authorities.
- Call Detail Records are created for all calls and are searchable.

Traceback requests can be made through the following contacts: William Timmerman or Cindi Benson at Regulatory@datadimensions.com.

2. General Mitigation

Providerflow will continue to assist with mitigating suspected illegal activity that is within its control when the Commission has provided notification through its Enforcement Bureau. The Company's Terms of Service allow it to take unilateral and immediate action to terminate or modify services where customers are engaged in prohibited activities. These customers will be notified, and action will be taken, including immediate suspension, and possible service termination, unless a legal order prohibits the action or customer notification.

Caller ID Authorization & Spoofing Prevention: Customers may transmit only Caller ID numbers for which they have legal authorization. Use of any number not assigned to or authorized for the customer is prohibited. Terms of Service expressly forbid unlawful spoofing, and violation may result in immediate suspension or termination of services.

Know Your Customer (KYC) Practices: Providerflow collects and verifies customer business information at signup, ensuring that all customers are legitimate business entities operating within lawful and compliant use cases, and prohibits resale. Customers must also agree to cooperate with traceback requests and regulatory investigations.

3. Illegal Voice Call Origination

Providerflow captures use case details for existing and new customers. Providerflow does not provide outbound voice termination calling services; accordingly, illegal robocalls do not originate through its network. However, the Company provides outbound faxing services where customers may configure Caller ID. Providerflow prohibits the use of numbers not owned or authorized by the customer and enforces compliance through its Terms of Service.

Traffic Monitoring

Providerflow maintains call detail records (CDRs) related to its services, including outbound fax traffic and inbound voice services. The Company cooperates with its underlying wholesale carriers, including Flowroute, T38Fax, Dialpad, and other FCC-registered wholesale service providers, to analyze traffic patterns and detect abnormal or potentially unlawful usage (e.g., high-volume or anomalous calling behavior). Such monitoring and analytics are performed at the carrier network level, and Providerflow acts on notifications or findings provided by those third parties. Based on such findings, Providerflow may take appropriate action, including suspending or terminating service or coordinating blocking with its underlying carriers.

Do-Not-Originate (DNO) Number Screening

Customer shall not configure, use, or transmit any Caller ID number that is listed on any recognized Do-Not-Originate (DNO) registry or any Caller ID number that Customer is not legally authorized to use. Provider may block such calls and may suspend or terminate the Services if Customer violates this requirement.

The Company ensures compliance with FCC Do-Not-Originate requirements by relying on its underlying wholesale carriers to screen and block outbound calls that present Caller ID values listed on recognized DNO registries, as well as numbers that are unassigned, invalid, or otherwise known not to originate calls. The Company does not originate outbound voice calls and does not control the originating network.

STIR/SHAKEN Reliance

Providerflow relies on its underlying wholesale carriers, which have certified compliance with applicable STIR/SHAKEN requirements, to perform caller ID authentication and call signing where required.

4. Corporate Affiliation and Scope

DRNS Software Solutions, L.L.C. d/b/a Providerflow is part of the Data Dimensions group of companies, which includes Data Dimensions, LLC, DRNS Software Solutions, L.L.C., and WorkCompEDI, LLC. Each entity operates under common ownership and management and follows a unified Robocall Mitigation Program and compliance framework. This plan describes the mitigation practices that apply consistently across all entities within the group. However, each entity maintains its own FCC Registration Number (FRN) and Robocall Mitigation Database filing, as required under 47 C.F.R. §64.6305.

5. Certification

I certify that the information contained in this Robocall Mitigation Plan is true and correct, and that DRNS Software Solutions, L.L.C. d/b/a Providerflow has implemented the above mitigation practices and enforces them to the best of its ability.

6. **Signature:** *Cindi Benson*
Name: Cindi Benson
Title: CFO
Date: 1/13/2026