



APPLIED TECHNOLOGY GROUP, INC
2230 W. Coliseum Blvd. Fort Wayne, IN 46808

Robocall Mitigation Program

This plan is developed by Applied Technology Group (Provider) in an effort to mitigate the number of illegal robocalls placed on our systems.

- Monitor PBX Systems' call volume, simultaneous calls, and call detail records (CDRs).
 - Systems will be monitored and send notifications to Provider of unusual simultaneous calls placed.
 - Systems will be limited to a specific number, based on the size of the system, of simultaneous calls to limit the chance of high-volume illegitimate calls.
 - CDRs will be available for review on-demand.
 - If there is any reason to suspect illegal calls are being placed, Provider will immediately attempt to identify the originating or terminating party and take appropriate action.
- Blacklists.
 - All systems will be equipped with the ability to block calls via IP Address, originating number, area code, and country code.
 - If a system is receiving illegitimate calls, Provider will take the appropriate action to block those calls either by the IP address, originating number, area code, or country code.
- Attestation
 - Provider will only utilize upstream carriers that can provide A or B-level attestation. The carriers we currently use are Bandwidth, Telnyx, and FlowRoute.
 - If numbers are purchased from the upstream carrier they will have an A-Level attestation.
 - If numbers are ported into the upstream carrier, Provider will make its best effort to ensure that the customer has the right to use that number and will receive a B-Level attestation.
- Upstream Providers
 - Provider will only use upstream providers that will openly and regularly communicate with Provider on all related activities to ensure that the upstream provider is not involved in transmitting illegal robocalls. These communications will be help with Provider and Account Managers assigned to Provider's account by the upstream providers.
- Traceback
 - Provider will fully respond to all traceback requests from the FCC, law enforcement, and the industry traceback consortium within 24 hours. Provider will cooperate with such entities in investigating and stopping illegal robocallers that use its service to originate, carry, or process illegal robocalls.



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