

Robocall Mitigation Plan

- We utilize voice and messaging services provided by Bandwidth technologies, which provides signed communications in compliance with STIR/SHAKEN.
- We offer inbound voice auto-attendant services, which is effectively a call tree for providing the address, hours of operation, etc., to our affiliated clients.
- We do not provide automated outbound calling.
- Voice technologies are limited to consumer-initiated calls and interactions relating to the initial call. Outbound calling is limited to responding to a previously initiated call.
- All communications are securely logged by our systems for statistical, auditing, and billing purposes.
- We are committed to responding fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use our service to carry or process calls.

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