



BTS TECHNOLOGIES

IT Services | Phones | Security

November 21, 2022

RE: Robocall Mitigation Policy

To whom it may concern:

BTS understands the need to stop illegal robocalling and to that end BTS has implemented the following policies.

Hosted System:

- BTS only does business with reputable clients based within the United States of America.
- All hosted systems sold by BTS are also managed by BTS. In the implementation, and subsequent operation, of the system, BTS does not allow clients to send Caller ID numbers or names which do not belong to the client.
- BTS does not allow the implementation of "Predictive Dialer" applications by any client.
- BTS follows strict security policies to limit the possibility of a third-party gaining access to, and hijacking the use of, all hosted systems.
- In the event of an issue being reported BTS promptly investigates and suspends traffic as necessary until mitigation efforts are complete.

SIP Trunks:

- BTS only does business with reputable clients based within the United States of America.
- All SIP Trunks are terminated within virtual cloud-based, or on premises, PBX systems managed by BTS. BTS does not allow the PBX to be set up to send Caller ID numbers or names which do not belong to the client.
- BTS does not allow the implementation of "Predictive Dialer" applications on the PBX by any client.
- BTS follows strict security policies to limit the possibility of a third-party gaining access to, and hijacking the use of, all PBX systems.
- In the event of an issue being reported BTS promptly investigates and suspends traffic as necessary until mitigation efforts are complete.

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Please contact me if you have any questions or need any further information.

Sincerely,

A handwritten signature in black ink that reads "Brian L. Wakefield". The signature is written in a cursive style with a large, stylized 'B' and 'W'.

Brian L. Wakefield
Executive Vice President