



Robocall Mitigation Plan

Global VoIP Services, Inc. resells Hosted VoIP services and routes traffic for in/outbound calls through Underlying Carrier's network for its business clients. Our call volumes are minimal, but a close eye is kept on ALL usage. Our provider will recognize automated dialing and shut it down at the same time send fraud alerts via email. Our customers are NEVER made aware of the way traffic is routed and they have no ability to make changes. All supervision is with me and me alone.

Robocall Mitigation:

Steps to DENY outgoing robocalls:

- Use of IP Authentication dialing-from provider
- Mac Authentication required to initiate registration
- Require strong passwords when using Device Dialing-from provider
- Deny any automated dialing of outbound traffic
- Monitor call records for abnormalities
- Immediate suspension when abnormalities are found

As a practice the following procedures are required when receiving a Robocall notification:

- Identify time/date of call
- Identify source/destination
- Block incoming from source
- Contact underlying carriers related to any outgoing robocalls

The Company will update our Robocall Mitigation filings within 10 business days of any change to the information outlined in this plan. Please direct any questions related to Robocall Mitigation issues to:

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