

Connex One		
Robocalling Policy.		
Policy Objective	Reduce and eliminate any illegal robocalling by the users of our software product.	
Policy:	Internal staff to undertake appropriate training and familiarisation in the Robocalling subject matter.	
	Provide clients with information and guidance on how to identify possible Robocalling issues such as low ASR and ACD.	
	Always use Tier 1, fully STIR/SHAKEN compliant voice carriers to route all USA voice traffic.	
Process:	Maintain and continually improve the process of receiving and resolving complaints and questions.	
	Maintain and continually improve the process of responding to traceback requests. Process includes a 24hr target response time for all traceback requests.	
	All traceback resolutions subject to senior manager (level 3) review and approval.	

<i>Version</i>	<i>Changes made by</i>	<i>Date</i>	<i>Changes</i>
V1	T Warding	12 Apr 2023	Document creation
V1.1	T Warding	26/04/2024	Annual review