

ROBOCALL MITIGATION ACTION PLAN

A. KYC Process

We take the KYC procedure very seriously at HS-BPO. Each client is required to sign the subsequent agreement and provide supporting documentation from the list below.

- a. Master Service Agreement
- b. Legitimate traffic disclaimer form
- c. KYC Form

Supporting Document List

- 1. Company Registration Certificate
- 2. Permanent Address Proof
- 3. Director Identity Proof (Passport)
- 4. FCC499A Filer ID
- 5. Last 12 months Trace Back portal data

B. Fraud Filter on Traffic Origination

Each client trunk at HS-BPO is subjected to the following filter, and we employ Veriswitch to ensure 100% accuracy.

- a. DNC
- b. DNO
- c. ANI Filter
- d. DNIS Validation
- e. Cell ANI Reject
- f. Neighborhood Spoofing
- g. 404

C. Trace Back Response

Depending on the specifics of the issue, HS-BPO tries to reply to traceback requests between 4 hours and 24 hours.

The majority of tracebacks receive a response in no more than four hours, however we have a 24-hour maximum for any given circumstance.