

ROBOCALL MITIGATION ACTION PLAN

A. KYC Process

We take the KYC procedure very seriously at ESSENTIAL. 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 ESSENTIAL 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, ESSENTIAL 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.