



Cloud7 Telco

Robocall Mitigation Plan

Cloud7 Business Service is an intermediate technical support service provider and developer of Cloud Applications, used and enjoyed by small business to enterprise customers.

- **Commitment:-** WE, commits to respond to all trace-back requests from the Federal Communications Commission, law enforcement and the industry trace-back consortium and to cooperate with such entities in investigating and stopping any illegal robo-callers from using its services to originate calls, and that none of the voice traffic that originates on your network is currently authenticated with STIR/SHAKEN and instead that all of the voice traffic that originates on its network is subject to this robocall mitigation program.
- **Know Your Customer:-** Our on-boarding and KYC process ensures an agreement is in place which identifies the signing parties and in most cases personal identification issued from Govt.
- **Real Time Monitoring:-** We will block services to a customer if it determines that the customer is using services for illegal robo-calling As we regularly listen live calls.
- **Immediate Action:-** There will be no Fraud / Spam / Scam Traffic accepted from any customer, If receive such traffic, we has rights to suspend/terminate customer's account Immediate withhold prepaid balance amount till further investigation.