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HealthCORE Technology Robocall Mitigation Plan

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HealthCore Technology LLC ("HCT") provides **outbound-only automated appointment reminder calls** to an existing customer base. HCT does **not** provide direct-dial voice services, SIP trunking, inbound calling, lead generation, telemarketing, or resale of telecommunications services to end users.

All call origination traffic is generated from **HCT-operated equipment** and transmitted only through **authorized IP subnets** explicitly provisioned with HCT's upstream voice service providers. Any unauthorized or non-whitelisted network traffic is blocked.

HCT **prohibits invalid, spoofed, or unassigned caller ID**. All outbound caller ID values are restricted to **active Direct Inward Dialing (DID) numbers provisioned by upstream providers** and associated with verified HCT customer accounts.

HCT **monitors, logs, and reviews outbound call activity** on its network to detect anomalous or unauthorized calling patterns. Call detail records and related logs are retained for a minimum of **60 days**, and longer as required to support investigations or traceback requests.

HCT **does not permit reselling of its services**, and all calls originated on its network are limited to appointment reminder and related transactional use cases for known customers.

HCT maintains procedures to **respond fully and within 24 hours** to any traceback request from the Federal Communications Commission, law enforcement agencies, or the industry traceback consortium and will cooperate in any investigation of suspected illegal robocall activity.