

ICTDialer Robocall Mitigation Plan

The following policies apply to all customers and/or prospective customers of ICT VISION (PVT) LIMITED unified communications platform named ICTDialer <https://www.ictdialer.com> and comprise our Robocall Mitigation Plan to avoid originating illegal robocall traffic from our network:

1. CONTRACT REQUIREMENT: Our agreements clearly prohibit passing illegal robocalls through any of our platforms and permit to use the platform for legitimate purpose only , here is contract agreement <https://ictdialer.com/terms-conditions/>

Customers who violate these rules are subject to immediate termination without notification. If ICT VISION (PVT) LIMITED believes illegal traffic has been passed through its network, the customer sending such traffic forfeits confidentiality and all data will be shared with industry partners and law enforcement as required by regulatory bodies.

2. CUSTOMER DISCLOSURES AND CONFIRMATION: All customers are required to disclose certain information about their business such as physical location, contact personnel, state/country of incorporation ..

3. MONITORING AND TRACEBACK:

ICT VISION (PVT) LIMITED monitors its system diligently and will investigate any suspicious traffic. We act promptly when we detect traffic which appears to be robocall activity to ensure it has been pre authorized as “legal” .

ICT VISION (PVT) LIMITED has implemented pre checking of voice recording messages to make sure no scam calls can be initiated such as the customer can not initiate calls till we approve his voice recordings.

In the event ICT VISION (PVT) LIMITED receives a Traceback request for an illegal robocall, we act on it immediately, request a specific and detailed explanation from our customer(s) and insist on immediate corrective action. We timely respond to all Traceback requests from authorities. If corrective action is not timely provided by our customer, ICT VISION (PVT) LIMITED takes whatever action is necessary to prevent recurrence of the event(s).

4. PUBLICATION AND NOTIFICATION: ICT VISION (PVT) LIMITED plans to publish in the public section of its website this Robocall Mitigation Plan and further pro-actively notifies all customers of such policy along with keeping a record of such notifications.

5. STIR-SHAKEN IMPLEMENTATION STATUS

As indicated in the FCC's Robocall Mitigation Database, the Provider's status with respect to STIR-SHAKEN implementation is as follows: • ICT Vision (pvt) Limited platform registers news customers with their numbers verified by sending codes to their numbers , only after verification their numbers are being set as caller id also ICT Vision (PVT) Platform handover

calls to other sip providers which are fully compliant and implemented STIR/SHAKEN authentication framework such as telnyx.com

.

7. CALL BLOCKING: ICT VISION (PVT) LIMITED blocks all calls originating from numbers known to us to send illegal robocall traffic and/or calls destined to specific phone numbers as appropriate for robocall mitigation.

8. LAW ENFORCEMENT COOPERATION: ICT VISION (PVT) LIMITED cooperates fully with investigative authorities, industry traceback groups, the FCC and the official consortium designated to lead private traceback efforts. We have a single contact individual designated to handle all traceback requests and coordinate with outside investigations.

Appendix A

Traceback Request Contact:

Name: **Tahir Almas**

Title: CEO

Name of Buisness: ICT Vision (PVT) LIMITED.

Phone Number: +923336151041

Email Address: tahir@ictinnovations.com

Upstream Provider Information:

Name of Upstream Provider: Telnyx

Nature of Business: VoIP Provider

A Name of contact: **Tessa Whiteside**

Title: Product Operations Manager (Numbering)

Phone Number: 1312 270 8238

Email Address: numbering@telnyx.com

Location of Upstream Provider: Chicago, 515 N State St, United States