

BEWEST

Robocall Mitigation Plan

Updated: April 2024

Introduction

BEWEST IS A CLOUD CONTACT CENTER THAT RESELLS INBOUND / OUTBOUND VOICE LINE SERVICE FOR USE WITHIN SIP SOFTPHONE SOFTWARE

BEWEST is fully STIR/SHAKEN compliant and has implemented the Robocall Mitigation Plan described herein in accordance with the requirements of Federal Communications Commission rules and orders.

BEWEST contracts with a third-party authorized service provider registered with the STI-GA to attach the appropriate attestation to calls originating from BEWEST customers in compliance with STIR/SHAKEN requirements.

Robocall Mitigation: Measures to prevent origination of illegal robocalls

BEWEST has implemented the following Robocall Mitigation Plan:

Subscriber Vetting

- All customers are properly vetted and are required to enter into service agreements.
 - Business addresses and contact names are recorded and kept on file.
 - BEWEST remains in contact with technical and executive members of the customer's business.
- All customers are known to BEWEST and have valid, established businesses.
- On average, customers are allowed 1.5 lines per individual user. Customers requesting total lines above this standard require special approval.

Contractual Prohibitions Against Illegal Robocalling

BEWEST end user services are subject to restrictions contained in BEWEST published legal notices. All executed services require that customers adhere to contractual requirements. BEWEST existing contracts explicitly prohibit illegal robocalling and state that services will be terminated if a customer engages in illegal robocalling.

BEWEST existing contracts also prohibit activities associated with illegal robocalling, including but not limited to:

- Providing altered, deceptive, or false information about the identity of the sender or the origin of a message or
- phone call.
- Violating any applicable local, state, or federal law.
- Using BEWEST service to engage in or in connection with fraudulent activities.
- Notifying BEWEST customers that BEWEST will take action for violation of the contract, including suspension or termination of service.

Telephone Number Validation

- Customers are only allowed to display numbers they own for Caller ID in the BEWEST software settings.
- Numbers used for Caller ID must be able to be dialed back to reach the BEWEST customer's business.

Ongoing Monitoring

BEWEST has access to customer settings that are frequently monitored to ensure Caller ID requirements are being followed. If a customer is using Caller ID that does not belong to them, BEWEST will notify the customer of the violation of terms of the contract and will take immediate action.

International Customers

All robocalling restrictions and monitoring procedures apply to international businesses.

Traceback and Enforcement Cooperation

BEWEST will actively, fully, and timely cooperate with traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG) to investigate and stop illegal robocalls. BEWEST will dedicate sufficient resources to provide complete responses within 24 hours of a traceback request. The contact for traceback requests is:

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