

Robocall Mitigation Certification and Plan

PatientSync, LLC

PatientSync, LLC, (PatientSync or Company), a voice service provider with end-user customers, submits this robocall mitigation certification and attached Robocall Mitigation Plan pursuant to section 64.6305 of the FCC's rules.

PatientSync offers a suite of cloud-based software solutions to healthcare contact centers to improve their patient access. PatientSync Connect is powered by AWS technology and offers inbound/outbound calling capability, call queuing/prioritization, IVR mapping, data analytics, virtual agent, automated Q/A, and call transcription. PatientSync utilizes AWS Connect's underlying voice service provider, AMCS LLC ("AMCS"). AMCS is a provider of Voice over Internet Protocol ("VoIP") calling features to customers of certain collaboration and communications services of Amazon Web Services, Inc ("AWS").

STIR/SHAKEN

PatientSync is a voice service provider without a STIR/SHAKEN obligation serving end-users. The Company relies on procedures, policies, and safeguards implemented by AMCS to ensure that Company's residential and business customers are sufficiently protected against robocall and spoofing activities. PatientSync cannot obtain an SPC token because it lacks control over its network and therefore qualifies for an extension of the STIR/SHAKEN implementation deadline, pursuant to 47 CFR section 64.6304 of the FCC's rules.

ENFORCEMENT

All voice traffic that originates from PatientSync's customers is subject to this Robocall Mitigation Plan.

PatientSync and/or any entity for which it shares common ownership, management, directors, or control have never been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program.

TRACEBACK

PatientSync commits to cooperate with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any robocallers that use our service to originate unlawful robocalls. The Company will respond fully within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and cooperate with such entities in investigating and stopping any robocallers that use our service to carry, process, or originate robocalls.

IDENTIFYING AND OTHER INFORMATION

Address: 8044 Montgomery Rd., Ste. 510, Cincinnati, OH 45236
Other Business Names Currently in Use: None
Other Business Names Previously Used: PathForward
OCN: None

Affiliates, Subsidiaries, Parent Companies: Recker Consulting, LLC

Individual Responsible for Robocall Related Issues:

Sarah McConnaughey, Chief Financial Officer

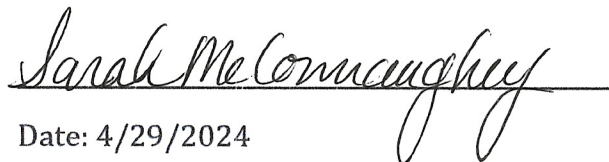
Address: 8044 Montgomery Rd., Ste. 510, Cincinnati, OH 45236

Phone: (513) 924-5770

Email: Sarah.McConnaughey@patientsync.com

I, Sarah McConnaughey, Chief Financial Officer for PatientSync, submit this certification on behalf of the Company. Pursuant to section 1.16 of the FCC's rules, I certify, under penalty of perjury that the information and statements contained herein are true and correct to the best of my knowledge and belief.

Signed,

A handwritten signature in cursive script, reading "Sarah McConnaughey", is written over a horizontal line.

Date: 4/29/2024

Robocall Mitigation Program

PatientSync has taken specific reasonable steps to avoid, the origination, carrying, or processing of illegal robocall traffic. PatientSync reserves the right to modify and/or supplement this Robocall Mitigation Plan to adapt to risks and to improve the overall effectiveness of our program.

Call Analytics

PatientSync employs call analytics as a measure of identifying suspicious call traffic. AMCS's plan states that "the call analytics of its carrier partners employed for AMCS's traffic detect call patterns that indicate robocall activity, including, but not necessarily limited to, an unusually large number of calls from the same number, an excessive number of short duration calls, and calls that stop attempting to connect after a single ring, as well as calling numbers that are invalid, unallocated, or on the Industry Traceback Group's ("ITG") Do Not Originate ("DNO") list." PatientSync uses the services limits provided by AMCS to prevent massive amounts of outbound activity in a short period of time. PatientSync also relies, in part, on call analytics used by AMCS.

Acceptable Use Policy

If PatientSync receives an alert from AMCS, the Company will take action consistent with its Acceptable Use Policy (AUP) and commensurate with the severity of the customer's offense. The AUP expressly prohibits utilizing PatientSync's network for deceptive purposes, engaging in fraudulent or unlawful activities, and violating local, state, or federal laws. *See* [link to AUP]. Consistent with its AUP and Terms and conditions, the Company may provide customers who violate its policy with a warning, terminate the customer's service, and/or report the misconduct to the appropriate authorities.

Know-Your-Customer Processes.

PatientSync vets the identity of its customers when approving an application for service, provisioning network connectivity, or entering into contractual agreements. PatientSync collects from retail customers their name and address, physical location, contact information, and, for business and enterprise customers, their jurisdiction of incorporation, federal tax ID, and nature of business. PatientSync may utilize third-party agencies to gauge credit and/or fraud risk associated with a potential customer. Additionally, PatientSync will confirm the identity of new or renewing business customers by collecting information, including a contact person for the business, the physical location of the business, the state and/or country of incorporation, and the federal tax ID.

Know-Your-Upstream Providers.

In its Robocall Mitigation Plan, AMCS states that it operates only as an originating service, meaning its end user customers are not capable of receiving calls from upstream providers; therefore AMCS does not have any upstream providers. The same is true with respect to PatientSync.

Traceback. PatientSync will respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and cooperate with such entities in investigating and stopping any robocallers that use our network to originate robocalls.