

HS IT Services, LLC

Robocall Mitigation Plan

This document outlines the reasonable steps HS IT Services, LLC has taken to mitigate and eliminate illegal robocalling while providing voice over internet protocol (“VoIP”) services. We have an ongoing commitment to watch for and mitigate illegal robocalling.

Know Your Customer

The process includes the collection and review of entity-identifying information to confirm that we have an authenticated relationship with the customer. We use this authenticated information to determine whether the customer is subject to any enforcement actions that restrict the type of calling that they may do, for example, if they have been banned from initiating telemarketing calls.

Traceback

We respond within 24 hours to all traceback requests from the Commission, law enforcement, and the registered traceback consortium. We cooperate fully with such entities in investigating and stopping any illegal rob callers that use our service to originate, carry, or process illegal robocalls.

Robocall Mitigation Program

We monitor all outbound voice traffic in real-time to prevent the origination or transit of illegal robocalls. We immediately investigate any identified suspicious calls to determine if the caller is attempting to originate or transit unlawful robocalls. If we determine that the traffic was likely unlawful, then we warn them to stop sending such traffic. If they continue to send traffic that appears to be unlawful, then we terminate their service.