

Robocall Mitigation Plan

Upon request for a traceback, we will contact our network provider, BulkVS or Skyetel, to secure whatever information is requested and will notify them to do whatever the authorities would ask us to do. We would also contact our end user to take whatever action authorities asked us to take.

Customer Vetting:

Before approving a customer, we receive a list of telephone numbers for the company, their physical address, e-mail address and the company representative's contact information. We also verify they are a real business and discuss how they use outbound calls on a daily and monthly basis. We also do not offer services to companies in the Robocall Mitigation Database.

Telephone Number Validation:

We receive a copy of the customer's Customer Service Record or telephone bill which lists the telephone numbers on their account when a company signs up with us.

What other ongoing robocall mitigation practices has the Company put in place on its IP and non IP networks for the purpose of detecting illegal robocalls?

We mainly rely on our underlying carriers, BulkVS and Skyetel, to detect illegal robocalls originating from one of our customers telephone numbers. However, we do frequently review call logs and metrics for our server and would notice higher than average calls which would lead to an internal review.

If traffic is found to be illegal, we notify our carriers to restrict / suspend service on those telephone numbers being used for robocalling. We do have a stipulation in our contract that our voice service cannot be used for any illegal activity or else it will be suspended.