

Robocall Mitigation Program Description

Altec Solutions Group is committed to combating illegal robocalls and protecting our customers. This description outlines our comprehensive robocall mitigation program, in compliance with 47 CFR § 64.6305.

I. Knowing Our Customers (KYC):

- **Customer Identification:** We require and verify accurate customer information during onboarding, including:
 - Legal name (individual or business)
 - Service address
 - Contact information
 - Intended use of service
- **Risk Assessment:** We assess customers based on factors like:
 - Call volume patterns
 - Types of calls made
 - Compliance history
- **Ongoing Monitoring:** We continuously monitor customer activity for anomalies or suspicious behavior that might indicate illegal robocalling.
- **Customer Type Limitation:** We do not accept contracts from any customer that will use voice systems for any form of robocalling. To that end, to ensure compliance, we do not provide service where we do not also manage the customers entire calling infrastructure.

II. Knowing Our Upstream Providers:

- **Due Diligence:** Before partnering, we vet upstream providers for their:
 - Reputation and track record
 - Robocall mitigation practices
 - Compliance with relevant regulations
- **Contractual Agreements:** Our contracts mandate upstream providers to:
 - Adhere to strict robocall prevention measures
 - Cooperate in traceback investigations
 - Promptly address any identified illegal traffic

III. Analytics Systems to Identify & Block Illegal Traffic:

- **Third-Party Vendor(s) (If applicable):**
 - Telnyx and SkyeTel both have their own robocall mitigations
- **Call Blocking:** We actively block calls from:
 - Known illegal robocall sources
 - Unverified callers
 - High-risk numbers
 - Invalid or spoofed caller IDs

IV. Additional Measures:

- **Customer Education:** We provide resources to educate customers on robocalls and how to

report them.

- **Traceback Cooperation:** We promptly respond to all traceback requests from law enforcement, the FCC, and the industry traceback consortium.
- **Regular Audits:** We conduct periodic internal audits to assess and improve our robocall mitigation program's effectiveness.

Altec Solutions Group is dedicated to continuous improvement in our fight against illegal robocalls. We will regularly review and update this program to incorporate the latest best practices and technologies.