

Robocall Mitigation Plan for CloudBunch Limited

1. Contractual Requirements

- **Strict Prohibitions:** All customer agreements explicitly prohibit the transmission of illegal robocalls through CloudBunch Limited's network.
- **Performance Metrics:** Specific requirements for ASR (Answer Success Rate), LCD (Legitimate Call Duration), and other relevant traffic statistics are clearly defined.
- **Termination and Penalties:** Violations of these rules may result in immediate account termination and potential legal consequences.

2. Customer Due Diligence

- **Comprehensive Disclosure:** Customers must provide detailed information about their business, including physical location, contact information, legal structure, and tax identification.
- **Business Practices:** CloudBunch Limited conducts thorough investigations to verify the legitimacy of customer operations and the nature of their call traffic.

3. Monitoring and Traceback

- **Proactive Monitoring:** CloudBunch Limited employs advanced monitoring systems to detect suspicious traffic patterns indicative of robocall activity.
- **Immediate Investigation:** Upon detection, CloudBunch Limited promptly investigates the source of the traffic and requires customers to provide detailed explanations.
- **Traceback Compliance:** CloudBunch Limited fully cooperates with traceback requests from authorities and industry partners.

4. Transparency and Notification

- **Public Disclosure:** The Robocall Mitigation Plan is prominently published on CloudBunch Limited's website.
- **Customer Notification:** All customers are explicitly notified of the plan and its requirements.

5. Foreign Traffic Management

- **Enhanced Verification:** CloudBunch Limited applies additional scrutiny to customers located outside the United States to ensure compliance with local regulations and international best practices.
- **Rigorous Due Diligence:** Foreign customers must meet all requirements outlined in the Robocall Mitigation Plan before being granted calling privileges.

6. Robocall Mitigation Database

- **Mandatory Registration:** All customers are required to register with the Robocall Mitigation Database if we start B2B offering.
- **Access Restriction:** Non-compliant customers will be denied access to CloudBunch Limited's network.

7. Call Blocking

- **Known Robocall Numbers:** CloudBunch Limited blocks calls originating from numbers identified as sources of illegal robocall traffic.
- **Designated Phone Numbers:** Calls destined to specific phone numbers known to be associated with robocall activity may also be blocked.

8. Law Enforcement Cooperation

- **Full Cooperation:** CloudBunch Limited actively cooperates with law enforcement agencies, industry traceback groups, and regulatory bodies.
- **Designated Contact:** A dedicated contact person is available to handle traceback requests and coordinate with external investigations.

By implementing these measures, CloudBunch Limited demonstrates its commitment to preventing the transmission of illegal robocalls through its network and protecting the integrity of its services.