



Crexendo, Inc.

Robocall Mitigation Plan

Crexendo, Inc. ("Crexendo") is a voice service provider committed to avoiding origination of robocalls within its network and to preventing unwanted robocalls from reaching Crexendo end users. To this end, Crexendo has fully implemented STIR/SHAKEN for its voice network and has instituted this Robocall Mitigation Plan ("the Plan").

Know Your Customer

Crexendo validates the identity of potential customers as part of the sales process before entering into a commercial contract to provide telephone numbers and/or services. Resellers are required to follow a similar process to establish a valid identity of their customers.

Know Your Upstream Providers

Crexendo establishes commercial contracts with a limited number of upstream telco providers while making sure they are part of the Robocall Mitigation Database. Just like Crexendo, its upstream providers are required to maintain compliance with all robocall related rules and regulations. Crexendo does not knowingly accept PSTN calls from any other providers. Inteliquent/Sinch, Bandwidth, Nuso, Lumen are implemented as PSTN carriers for Crexendo voice network.

STIR/SHAKEN

Crexendo has enabled STIR/SHAKEN within its entire voice network and calls originating from Crexendo are signed accordingly.

Customer Compliance

Crexendo terms and conditions prohibit any customer from getting involved with illegal call activities including but not limited to illegal caller ID spoofing. Violation of terms may lead to interruption of service or account suspension and may lead to account termination in the worst-case scenario.

Fraud Monitoring & Prevention

Inbound and outbound call traffic is actively monitored for fraudulent call patterns, and telecom NOC promptly investigates any corresponding alerts. Additionally, Crexendo call processing software is equipped to identify and protect against unauthorized call origination.

Traceback Requests

Crexendo is committed to compliance related to traceback requests. Any requests received from the Commission, law enforcement, and the industry traceback consortium are responded to within mandated timelines using historical call traces and further investigating the traffic for illegal or undesired behavior. Appropriate steps are taken promptly to terminate suspicious activities and/or traffic.

For any Traceback and/or Robocall Mitigation aspects, pls. contact tburke@crexendo.com, twilbourn@crexendo.com tdesmarais@crexendo.com AAjello@crexendo.com.