

HostPapa, Inc. - Robocall Mitigation Plan

HostPapa, Inc. ("HostPapa") will comply with the following Robocall Mitigation Plan in cooperation with our upstream providers.

1. HostPapa commits to respond promptly within twenty-four (24) hours to all trace back requests from the Commission, law enforcement, and industry trace back consortium, and to cooperate with such entities in investigating and stopping any illegal robocalls that use its service to originate calls.
2. HostPapa has taken the following specific steps to detect originating robocall traffic:
 - a. HostPapa monitors call records and outbound traffic logs to watch for changes in traffic patterns which would indicate robocalling patterns.
3. HostPapa has taken the following steps to prevent illegal originating robocalling traffic:
 - a. HostPapa has procedures in place to prevent new and existing customers from using our network to originate illegal robocalls.
4. HostPapa will take the following steps to mitigate illegal originating robocalling traffic upon detection:
 - a. HostPapa will contact the customer and inform them that we have detected possible robocalling from their line.
 - a. HostPapa will continue to monitor the customer line and will suspend the line upon further detection of possible robocalling.
5. HostPapa's fax-to-email service is designed as a Software-as-a-Service with mandatory authentication, and several of its parameters, including caller ID, are not modifiable by end users and are statically set by the software to appropriate values.