



Robocall Mitigation Plan for MacKay Enterprises LLC and its Clients

MacKay Enterprises LLC provides a Community Management Software platform called “**Manage My Nest**”. Our clients (the managers and board members of communities such as Home Owner Associations, Condominiums, Marinas, etc.) use a key component of our software that allows them to inform (via outbound call blast, email, or SMS/MMS) their owners, residents, and suppliers of related community news, events, utilities outages, emergencies, security/safety notices, meetings, requests, complaints, and/or other typical community related communications. Messages can go out to the entire community or just to those for whom the communication is relevant. The manager/board member decides the audience based on the specific message's content. The following are examples of typical communications being sent.

Example 1

Tomorrow the town's snow removal trucks will be clearing the streets of our community. Please do not leave any cars parked on the street to assist with this task.

Example 2

This is a quick message to let you know that the minutes from last month's community assembly is now available in the library, under "Minutes". For any questions, please call the office at 214-555-1212.

Example 3

Hurricane Alert! Hurricane Maria is expected to make landfall within the next 24 hours. Please ensure you have removed all items from your patios and balconies that could become projectiles and endanger life and property.

Example 4

Due to an unforeseen medical issue, the office will be closed for the rest of the day. We will back tomorrow. In the meantime, please send any urgent communications to ParkLaneTowers@ismynest.com.

Example 5

The water authority will be replacing sewer lines on our streets today. As such, water service will be intermittent or not available between 9am-9pm for the next 3 days. Once you do have water again, we suggest boiling the water prior to use for the first few days after water is restored. For more information, visit their website at <https://dallascountywater.nexbillpayonline.com>

All outbound communication is tracked and logged in order to support any requested audit on who initiated the communication, from what IP, date/time, and username used. We also track where possible, the success or failure of the communication reaching each recipient.

All Clients must agree to our Service Agreement, Terms and Conditions, and Privacy Policy to have access to our software.

Our Client's residents must expressly opt-in for SMS/MMS, and our Terms and Conditions/Privacy Policy are available for them to view on every page in our software (i.e. – not just the login page).

Our software is not modifiable by our customers, and therefore the stringent guidelines we have in place are always enforced. We use Bandwidth.com as our underlying carrier partner for both voice and SMS/MMS and they sign calls on our behalf using their robocall mitigation plan which includes prevention, detection, and mitigation. We are also well-equipped to quickly respond to any concerns, issues, or new mandates as put forth by the FCC or Bandwidth.com to always remain in compliance.