

Robocall Mitigation Plan

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The following policies are in effect for all clients and/or prospective clients of Invision Security Group and comprise our policies regarding the Robocall Mitigation Plan to alleviate and avoid illegal and/or fraudulent Robocall traffic within our network.

1. **Contractual provisions:** Our Contracts prohibit the passing of illegal robocalls through any network switches or network infrastructures for which specific requirements for traffic statistics are defined. Clients who are in violation of this rule are subject to immediate termination without notice. If ISG believes such activity is in violation, ISG reserves to the right to breach data confidentiality and release pertinent information to any/all regulatory agencies, including law enforcement.
2. **Contractual Disclosures:** All clients are required to provide information as it pertains to their business. This includes: Physical Site address, Site contact and all personnel, State/Country of Business Origin, Federal Tax ID along with the nature of their business. We also encourage each client to disclose the precise traffic pattern originating within their network. ISG investigates all claims to verify accuracy prior to accepting their partnership as a client.
3. **Traceback and Monitoring Efforts:** ISG will take immediate action to investigate any/all suspicious traffic. We proactively reply when traffic is detected as illegal or fraudulent robocall activity. We investigate the claim immediately when Traceback requests are initiated by requesting specific explanation from our client(s) and enforcing immediate corrective action. If corrective measures are not met via our client, ISG is forced to take immediate action to correct (This includes immediate termination if necessary)

4. **Public Notice:** ISG provides public notice of such plan in the “Notices” Section of its website. Additionally, upon contract execution, a notice is given to all clients explaining our policy and plan for Robocall Mitigation as well as its consequences for breach therein.
5. **Robocall Mitigation Database:** As of September 21st, 2021, ISG will require all/if any wholesale clients to be registered with the Robocall Mitigation Database. Clients who wish to forego registration will be terminated and released from any contract until verified.
6. **Blocking:** ISG will enforce the blocking of all calls originating from Numbers known to send illegal robocall activity/traffic. ISG will block all calls destined to specific numbers as appropriate to enforce Robocall Mitigation
7. **Law Enforcement and Regulatory Agencies:** ISG cooperates fully with any/all law enforcement and Regulatory Agencies designated to lead traceback efforts. We have a team assigned to act immediately when appropriate on Traceback requests and to further coordinate action with outside agencies as appropriate.

For any and all questions relating to our policies, feel free to reach out to Support@isgprotect.com to ensure prompt reply in understanding our Mitigation Plan.