

The Phone Guy, LLC

Robocall Mitigation Plan

The following outlines and details the steps it has taken to avoid originating illegal robocall traffic as part of its robocall mitigation program:

1) The Phone Guy, LLC resells voice services from bcm one Communications and

therefore, does not have or own any VoIP Switching Facilities. As a reseller, The Phone Guy, LLC has no control over the VoIP Switching Facilities.

2) Cooperation in Contracts: The Phone Guy, LLC has made sure its contract is clear about the kind of traffic it will (and will not) accept from its customers. The Phone Guy, LLC has notified them that if they do not follow the rules, they will be subject to prompt termination. If they are found sending calls that The Phone Guy, LLC believe are illegal, they will forfeit confidentiality, and their information will be shared with enforcers and industry partners.

3) The Phone Guy, LLC has made significant efforts to know its customers and confirms the identity of new commercial customers by collecting information such as physical business location, contact person(s), state or country of incorporation, and the nature of customer's business. The Phone Guy, LLC makes sure any suspicions are allayed before turning on service and does not give anonymous test accounts to auto-dialers.

4) The Phone Guy, LLC takes quick action and follows a plan that allows it to act promptly and decisively on anything suspicious detected by its monitoring. If The Phone Guy, LLC gets a traceback notice for an illegal robocall, it does not leave the issues unresolved but rather, The Phone Guy, LLC insists on specific, deterministic explanations with explicit corrective actions from its customers.

5) The Phone Guy, LLC can, does, and will perform Call Blocking destined to specified phone numbers as appropriate for robocall mitigation.

6) The Phone Guy, LLC cooperates with investigative bodies and stands ready to comply with traceback requests by law enforcement, the FCC, or the Industry Traceback Group, the official consortium designated to lead private traceback efforts.