

Ensure Connect, LLC **Robocall Mitigation Plan**

Effective Date: June 12, 2025

This Robocall Mitigation Plan ("RMP") is being provided pursuant to the TRACED Act and the rules adopted by the Federal Communications Commission ("FCC") requiring voice service providers to file a Robocall Mitigation Plan within the Robocall Mitigation Database. Ensure Connect, LLC d/b/a CallVera is an originating service provider and is required to sign STIR/SHAKEN calls originating on its network.

1. Acceptable Use Policy ("AUP") - Ensure Connect, LLC requires all customers to acknowledge and adhere to its AUP prior to accessing Ensure Connect, LLC's services. Additionally, customers must comply with all applicable laws and regulations in the use of the Services, including the Telephone Consumer Protection Act ("TCPA") and other FCC regulations.
2. Know Your Customer ("KYC") - Ensure Connect, LLC has adopted a KYC policy for reviewing potential Customers and existing Customer to prevent unwanted or unlawful traffic from accessing its networks. While all new Customers must complete the KYC process, Ensure Connect, LLC also required existing Customers to update the KYC review process annually. Failure to complete the annual KYC review process may result in removal from the Ensure Connect, LLC platform.
3. Traceback Activity and Support - Ensure Connect has also adopted a traceback request policy to handle requests from the Industry Traceback Group ("ITG"). Ensure Connect, LLC is committed to responding fully and in a timely manner to all traceback requests from the FCC, ITG, or law enforcement to ensure the nation's telecommunications infrastructure is not overloaded with unlawful traffic.

This Robocall Mitigation Plan is subject to change when made necessary by regulatory requirements or Ensure Connect, LLC's business processes.