

Robocall Mitigation Plan

Provider Name: Connext

FCC FRN: 0037453172

Filing Date: 8/30/2025

1. Commitment to Compliance

Connext provides voice services to organizational groups through our communications platform. While call initiation is performed by our customers, Connext actively enforces policies to prevent the origination of unlawful robocalls. We comply with all applicable FCC rules, including the TCPA, the Truth in Caller ID Act, and the FCC's robocall mitigation requirements.

2. Know Your Customer (KYC)

- Customers must provide valid organizational and contact information prior to activation.
- Customers must agree to Terms of Service that prohibit unsolicited telemarketing, lead generation, or other unlawful calling activity.
- Accounts are continuously monitored for abnormal traffic patterns; violators are suspended or terminated.

3. Consent and Opt-Out Controls

- Customers are required to obtain prior express consent from recipients before sending informational or automated calls.
- Recipients may opt out at any time using our IVR system; opt-out lists update in real time.
- Suppression lists are enforced to prevent further unwanted calls.

4. Monitoring and Complaint Handling

- Connext monitors customer traffic for suspicious patterns and performs periodic reviews.
- Complaints from call recipients are promptly investigated, and offending accounts may be suspended or blocked.

5. STIR/SHAKEN Implementation

Connex originates calls through **Bandwidth**, our underlying carrier, which has fully implemented STIR/SHAKEN and performs call signing. Connex does not directly originate unauthenticated calls onto the PSTN.

6. Point of Contact

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7. Certification

Connex certifies that it has implemented the mitigation practices described above and will continue to refine them in compliance with FCC requirements.