

BizFlex IT, LLC
Robocall Mitigation Plan

BizFlex IT is a VOIP service provider and is dedicated to stopping illegal calls. BizFlex IT relies on its upstream carrier to assist in robocall mitigation and to carry out the required mitigation functions.

BizFlex IT has master service agreements with its upstream providers and has received assurances from their officials it has, and will continue to, sign calls transmitted to BizFlex IT and will abide by the Commission's STIR/SHAKEN and robocall mitigation rules in all respects when providing voice traffic. BizFlex IT and its upstream providers have agreed to work together diligently to mitigate all illegal robocalls, including cooperating fully when receiving traceback requests.

BizFlex IT has a Know Your Customer Process that is followed. Screening is performed to understand potential customer business models and review for potential involvement in fraudulent robocalling schemes. BizFlex IT will not activate clients that provide anonymous information or where data mismatches are found.

BizFlex IT maintains an Acceptable Use Policy ("AUP") that subscribers must sign before being permitted to use BizFlex IT's network. Among other things, this AUP prohibits:

- providing altered, deceptive, or false information about the identity of the sender or the origin of a message or phone call
- violating any applicable local, state, or federal law
- violating applicable industry accepted guidelines
- using BizFlex IT's service to engage in or in connection with fraudulent activities

BizFlex IT contractual terms with subscribers specify that we may take action up to suspension or termination of service for violation of the AUP.