

Robocall Mitigation Plan

The following policies apply to all current and future customers of Offline Software Solutions.

1. **End User Acceptable Use Policy.** Our End User Acceptable Use policy prohibits illegal or abusive traffic from our customers. The policy specifies that users violating the policy will be immediately terminated, and terminated customer data may be shared with law enforcement or regulatory bodies.
2. **Customer Vetting.** We vet the identity, business sector, and physical presence of all our customers. We do not accept outbound call centers as customers, or work with international customers.
3. **Caller ID Verification.** Our customers do not control the outbound caller ID on originating calls, thereby preventing caller id spoofing often associated with illegal robocalling. This also enforces compliance with DNO (Do Not Originate) requirements.
4. **Traffic Analytics.** We monitor for unusual or high volume traffic patterns. Customers with such patterns are subject to further vetting.
5. **Traceback and Law Enforcement.** We fully cooperate with traceback requests and law enforcement investigations, and have a designated contact to handle all such requests.