

ROBOCALL MITIGATION PROGRAM AND COMPLIANCE PLAN

FILER ENTITY NAME: RED GRID BANDWIDTH INC.

CORPORATE HEADQUARTERS:
95 TARIQ BLOCK, NEW GARDEN TOWN
LAHORE, PAKISTAN

FCC REGISTRATION NUMBER (FRN): 0038521977

IMPLEMENTATION DATE: JUNE 2026

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SECTION 1 – COMPANY OVERVIEW

RED GRID BANDWIDTH INC. PROVIDES AI-POWERED VOICE COMMUNICATION SERVICES TO VERIFIED BUSINESS CUSTOMERS. THE COMPANY'S PLATFORM ENABLES BUSINESSES TO DEPLOY AI VOICE AGENTS FOR CUSTOMER SUPPORT, CUSTOMER ENGAGEMENT, APPOINTMENT SCHEDULING, LEAD QUALIFICATION, SALES OUTREACH, AND RELATED BUSINESS COMMUNICATIONS.

VOICE COMMUNICATIONS ARE DELIVERED THROUGH TELECOMMUNICATIONS SERVICES OBTAINED FROM AUTHORIZED CARRIER AND NUMBERING PARTNERS. RED GRID BANDWIDTH INC. UTILIZES TELECOMMUNICATIONS INFRASTRUCTURE, INCLUDING FREE SWITCH-BASED SYSTEMS, TO SUPPORT CUSTOMER COMMUNICATIONS.

RED GRID BANDWIDTH INC. IS COMMITTED TO PREVENTING THE ORIGINATION, TRANSMISSION, AND FACILITATION OF ILLEGAL ROBOCALLS, UNLAWFUL CALLER ID SPOOFING, AND FRAUDULENT TELECOMMUNICATIONS ACTIVITY. THE COMPANY MAINTAINS CUSTOMER VERIFICATION PROCEDURES, CAMPAIGN REVIEW PROCESSES, TRAFFIC MONITORING CONTROLS, AND ENFORCEMENT MECHANISMS DESIGNED TO MITIGATE UNLAWFUL TRAFFIC AND PROTECT THE TELECOMMUNICATIONS ECOSYSTEM.

RED GRID BANDWIDTH INC. DOES NOT CURRENTLY DIRECTLY AUTHENTICATE ORIGINATING CALLS USING STIR/SHAKEN. WHERE TECHNICALLY FEASIBLE, CALLER AUTHENTICATION MAY BE PERFORMED BY INTERCONNECTED TELECOMMUNICATIONS PROVIDERS PARTICIPATING IN THE CALL PATH.

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SECTION 2 – CUSTOMER VERIFICATION AND KNOW YOUR CUSTOMER (KYC)

RED GRID BANDWIDTH INC. MAINTAINS A MANDATORY CUSTOMER VERIFICATION PROGRAM PRIOR TO THE ACTIVATION OF SERVICES.

AS PART OF THE ONBOARDING PROCESS, CUSTOMERS MAY BE REQUIRED TO PROVIDE:

- GOVERNMENT-ISSUED IDENTIFICATION, INCLUDING PASSPORT, NATIONAL IDENTIFICATION CARD, OR DRIVER’S LICENSE.
- CORPORATE REGISTRATION AND FORMATION DOCUMENTS.
- BUSINESS CONTACT INFORMATION AND PHYSICAL ADDRESS INFORMATION.
- INFORMATION REGARDING THE NATURE OF THE CUSTOMER’S BUSINESS ACTIVITIES.
- CAMPAIGN DETAILS AND INTENDED USE OF TELECOMMUNICATIONS SERVICES.
- EXECUTED SERVICE AGREEMENTS AND COMPLIANCE-RELATED CONTRACTUAL DOCUMENTATION.
- ADDITIONAL INFORMATION REASONABLY REQUIRED TO VERIFY CUSTOMER IDENTITY AND LEGITIMACY.

ACCOUNTS MAY BE SUSPENDED, RESTRICTED, DENIED ACTIVATION, OR TERMINATED IF REQUIRED INFORMATION CANNOT BE VERIFIED OR IF A CUSTOMER FAILS TO SATISFY COMPLIANCE REQUIREMENTS.

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SECTION 3 – CAMPAIGN REVIEW, CONSENT, AND COMPLIANCE

RED GRID BANDWIDTH INC. PROVIDES AI-POWERED VOICE AGENT SERVICES FOR CUSTOMER SUPPORT, CUSTOMER ENGAGEMENT, LEAD QUALIFICATION, APPOINTMENT SCHEDULING, AND SALES OUTREACH ON BEHALF OF VERIFIED BUSINESS CUSTOMERS.

PRIOR TO ACTIVATION OF OUTBOUND CAMPAIGNS, CUSTOMERS ARE REQUIRED TO PROVIDE INFORMATION REGARDING THE PURPOSE AND NATURE OF THEIR COMMUNICATIONS.

CUSTOMERS ARE RESPONSIBLE FOR ENSURING THAT THEIR COMMUNICATIONS COMPLY WITH ALL APPLICABLE FEDERAL, STATE, AND LOCAL LAWS AND REGULATIONS. CUSTOMERS UTILIZING THE PLATFORM FOR MARKETING OR SALES OUTREACH MUST REPRESENT AND WARRANT THAT THEY HAVE OBTAINED AND MAINTAIN ANY REQUIRED CONSENT, AUTHORIZATION, OR PERMISSION NECESSARY FOR THEIR COMMUNICATIONS.

RED GRID BANDWIDTH INC. RESERVES THE RIGHT TO REQUEST SUPPORTING COMPLIANCE DOCUMENTATION, INCLUDING EVIDENCE OF CONSUMER OPT-IN OR OTHER AUTHORIZATION WHERE APPROPRIATE.

CAMPAIGNS THAT APPEAR UNLAWFUL, DECEPTIVE, FRAUDULENT, MISLEADING, OR INCONSISTENT WITH APPLICABLE LEGAL REQUIREMENTS MAY BE SUSPENDED, RESTRICTED, BLOCKED, OR TERMINATED PENDING REVIEW.

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SECTION 4 – TRAFFIC MONITORING AND NETWORK CONTROLS

RED GRID BANDWIDTH INC. CONTINUOUSLY MONITORS NETWORK ACTIVITY FOR INDICATORS ASSOCIATED WITH UNLAWFUL ROBOCALLING, CALLER ID SPOOFING, AND FRAUDULENT TELECOMMUNICATIONS ACTIVITY.

MONITORING AND MITIGATION ACTIVITIES INCLUDE:

- REVIEW OF CALL VOLUME PATTERNS AND CALL ATTEMPT RATES.
- MONITORING OF UNUSUALLY HIGH CALL-PER-SECOND ACTIVITY.
- ANALYSIS OF ANSWER-SEIZURE RATIO (ASR) AND RELATED TRAFFIC QUALITY METRICS.
- DETECTION OF EXCESSIVE SHORT-DURATION CALLS.
- REVIEW OF INVALID, UNALLOCATED, MALFORMED, OR SUSPICIOUS CALLER IDENTIFICATION INFORMATION.
- INVESTIGATION OF CARRIER NOTIFICATIONS AND CONSUMER COMPLAINTS.
- MONITORING FOR TRAFFIC PATTERNS COMMONLY ASSOCIATED WITH SPOOFING, FRAUD, OR UNLAWFUL AUTOMATED CALLING ACTIVITY.

THE COMPANY RESERVES THE RIGHT TO BLOCK, SUSPEND, RESTRICT, INVESTIGATE, OR TERMINATE TRAFFIC OR CUSTOMER ACCOUNTS WHERE SUSPICIOUS OR UNLAWFUL ACTIVITY IS IDENTIFIED.

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SECTION 5 – CUSTOMER POLICIES AND ENFORCEMENT

RED GRID BANDWIDTH INC. PROHIBITS CUSTOMERS FROM:

- ORIGINATING UNLAWFUL ROBOCALLS.
- ENGAGING IN FRAUDULENT TELECOMMUNICATIONS ACTIVITY.
- UTILIZING UNAUTHORIZED OR MISLEADING CALLER IDENTIFICATION INFORMATION.
- ENGAGING IN CALLER ID SPOOFING PROHIBITED BY APPLICABLE LAW.
- TRANSMITTING TRAFFIC THAT VIOLATES APPLICABLE LAWS, REGULATIONS, OR CONTRACTUAL OBLIGATIONS.

VIOLATIONS MAY RESULT IN:

- IMMEDIATE TRAFFIC BLOCKING.
- TEMPORARY SUSPENSION OF SERVICES.
- PERMANENT ACCOUNT TERMINATION.
- REFERRAL TO APPROPRIATE REGULATORY, CARRIER, OR LAW ENFORCEMENT AUTHORITIES WHEN WARRANTED.

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SECTION 6 – TRACEBACK COOPERATION

RED GRID BANDWIDTH INC. COOPERATES WITH LAWFUL TRACEBACK REQUESTS AND INVESTIGATIONS CONDUCTED BY TELECOMMUNICATIONS PROVIDERS, AUTHORIZED TRACEBACK ORGANIZATIONS, REGULATORY AGENCIES, AND LAW ENFORCEMENT AUTHORITIES.

THE COMPANY MAINTAINS PROCEDURES FOR IDENTIFYING THE SOURCE OF SUSPECT TRAFFIC AND TAKES APPROPRIATE CORRECTIVE ACTION WHEN UNLAWFUL TRAFFIC IS IDENTIFIED.

COMPLIANCE AND TRACEBACK CONTACT:

BILAL RIAZ

EMAIL:

TRACEBACK.RESPONSE@REDGRIDBANDWIDTH.COM

PHONE:

+92 325 4245456

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SECTION 7 – RECORD RETENTION

RED GRID BANDWIDTH INC. MAINTAINS RECORDS RELATED TO CUSTOMER ONBOARDING, KYC DOCUMENTATION, SERVICE AGREEMENTS, CAMPAIGN INFORMATION, CALL DETAIL RECORDS, NETWORK ACTIVITY, COMPLIANCE INVESTIGATIONS, TRACEBACK REQUESTS, COMPLAINT INVESTIGATIONS, AND ENFORCEMENT ACTIONS.

SUCH RECORDS ARE RETAINED FOR A MINIMUM PERIOD OF ONE HUNDRED EIGHTY (180) DAYS AND MAY BE RETAINED LONGER WHERE OPERATIONAL, CONTRACTUAL, LEGAL, OR REGULATORY CONSIDERATIONS REQUIRE.

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SECTION 8 – PROGRAM REVIEW AND MAINTENANCE

RED GRID BANDWIDTH INC. PERIODICALLY REVIEWS AND UPDATES THIS ROBOCALL MITIGATION PROGRAM TO ADDRESS OPERATIONAL CHANGES, EVOLVING INDUSTRY THREATS, AND APPLICABLE REGULATORY REQUIREMENTS.

THE COMPANY WILL UPDATE ITS ROBOCALL MITIGATION DATABASE FILING AS REQUIRED BY APPLICABLE FCC RULES AND WILL COMPLETE REQUIRED CERTIFICATIONS AND RECERTIFICATIONS IN ACCORDANCE WITH APPLICABLE FCC DEADLINES.

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CERTIFICATION

I CERTIFY THAT RED GRID BANDWIDTH INC. HAS IMPLEMENTED THE ROBOCALL MITIGATION PRACTICES DESCRIBED IN THIS DOCUMENT AND MAINTAINS PROCEDURES REASONABLY DESIGNED TO PREVENT THE ORIGINATION AND TRANSMISSION OF ILLEGAL ROBOCALLS THROUGH ITS NETWORK.

AUTHORIZED REPRESENTATIVE:

NAME: BILAL RIAZ

TITLE: Compliance Head

SIGNATURE: *b. riaz*

DATE: June 9th, 2026