

SEARCH EXPERT INC. ROBOCALL MITIGATION PROGRAM DESCRIPTION

Company Information Search Expert Inc. provides outreach and engagement services for nonprofit and commercial organizations, including fundraising, donor communications, client acquisition, and relationship management campaigns.

STIR/SHAKEN Search Expert Inc. does not have an independent STIR/SHAKEN implementation obligation. The company relies on upstream voice service providers to originate, route, authenticate, and sign calls. It does not operate a facilities-based network, possess STIR/SHAKEN certificates, or directly authenticate or sign calls.

Robocall Mitigation Practices Search Expert Inc. maintains a robocall mitigation program to prevent illegal robocalls and ensure regulatory compliance. The program includes:

- Verification of client organizations prior to onboarding
- Client execution of written agreements acknowledging compliance obligations prior to onboarding
- Review of client activities to identify unlawful or abusive traffic
- Policies requiring clients to contact only individuals with appropriate consent, established relationships, or other lawful bases
- Records of consent basis obtained and maintained for each campaign
- Screening of all campaigns against federal and state Do Not Call registries prior to transmission
- Client certification of compliance obtained and maintained on file prior to campaign launch
- Inclusion of opt-out instructions and prompt processing of opt-out requests
- Monitoring of traffic patterns and complaint activity
- Investigation of suspicious or potentially unlawful calling activity
- Suspension or termination of clients engaged in prohibited activity

Traceback Cooperation Search Expert Inc. commits to responding promptly to traceback requests and cooperating fully with law enforcement, industry traceback groups, telecommunications providers, and regulatory authorities.

Corporate Structure Search Expert Inc. is independently owned with no parent company, subsidiaries, or affiliated telecommunications entities.

Principal Faraz Farzadfar, President Search Expert Inc.