

Patch Retention, Inc

Robocall Mitigation Plan

Effective Date: August 11, 2026

Patch Retention, Inc (“Patch” or “Company”) is a provider of marketing automation products which include VoIP, SMS, and Email services. Patch currently serves a targeted segment of known business customers who utilize Patch as an integrated service with their existing POS and CRM software.

1. Know Your Customer (KYC) Practices

Patch primarily activates service for customers whose identity and business purpose are known to Patch as well as a preferred integrated partner. New customers are required to provide business name, contact information, and intended use of the service. Patch does not offer service to anonymous or high-volume outbound dialing customers. Patch customers go through a hands-on onboarding process with periodic reviews by CS representatives.

2. Traffic Monitoring and Blocking

Patch logs recordings and transcriptions of both inbound and outbound voice traffic in order to look for anomalous patterns. The Company maintains a robust multi-tenant infrastructure capable of cross-channel marketing and monitors all outgoing campaigns for abnormal activity. Any customer determined to be using the service for illegal robocalling will have service immediately suspended or terminated.

3. Traceback Commitment

Patch commits to respond fully and in a timely manner to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG). Patch will cooperate in investigating and stopping any illegal robocall activity that may originate on its network.

4. Scope

All voice calls originating from Patch’s system are subject to this robocall mitigation program.