

Telemarketing and Caller ID service terms.

Caller ID spoofing is the practice of falsifying the information about an incoming call on the receiver's caller ID display. Scammers will manipulate the caller ID so that the call appears to be coming from a local or well-known phone number, making it more likely to be trusted or answered. While spoofing may be bothersome or even disruptive to your everyday life, it is not illegal unless employed with malicious intent or unless it ultimately resulted in your harm. And some spoofing is legitimate.

Optivon is working to meet the FCC-mandated deadline of June 30, 2021, to enable STIR / SHAKEN on all of our IP calling products. Secure Telephone Identity Revisited (STIR) / Signature-based Handling of Asserted Information Using tOKENs (SHAKEN) is a set of industry standards designed to reduce unwanted robocalls, prevent "spoofing" of caller ID data, and help companies improve voice security by allowing the receiver of the call to verify that calls are coming from a real caller ID instead of a counterfeit caller ID.

Optivon also supports the TRACED Act which gives the FCC and law enforcement agencies greater authority to go after scammers. In addition, Optivon supports the Truthfulness in Caller ID Act, which allows the government to charge callers with illegal impersonation theft once they prove that the caller intended to defraud, cause harm, or obtain something of value illegally.

Under the Truth in Caller ID Act, the FCC rules prohibit anyone from transmitting misleading or inaccurate caller ID information with the intent to defraud, cause harm, or improperly obtain anything of value. Anyone illegally faking can face fines of up to \$ 10,000 for each violation. Recent changes force voice service providers to implement the framework so that "IP calls retain Caller ID authentication along the call path." In simple terms, this means that illegal and malicious spoofing will be easier to identify. The goal of the telecommunications industry STIR / SHAKEN standard, which helps to verify that a call is, in fact, from the number shown on the caller ID and is not a fake

The U.S. Telephone Consumer Protection Act of 1991 and other federal and local laws significantly restrict telephone solicitations (i.e., telemarketing) and the use of automatic dialing systems, artificial or pre-recorded voice messages (robocall), text messages and facsimile communications. CUSTOMER AGREES THAT CUSTOMER IS SOLELY RESPONSIBLE FOR (I) ENSURING ITS USE OF THE SERVICES COMPLIES WITH ALL SUCH LAWS, (II) OBTAINING AND MAINTAINING ALL NECESSARY LICENSES, PERMITS AND APPROVALS REQUIRED BY ANY AND ALL GOVERNMENTAL AUTHORITIES TO PERMIT CUSTOMER TO RECEIVE AND USE THE SERVICES, (III) OBTAINING ANY AND ALL REQUIRED CONSENTS FROM THE PARTIES TO BE CONTACTED USING THE SERVICES AND (IV) MAINTAINING AN INTERNAL "DO NOT CALL" LIST TO PREVENT CONTACTING PARTIES THAT DO NOT WISH TO

RECEIVE FURTHER COMMUNICATIONS FROM CUSTOMER. CUSTOMER IS URGED TO SEEK THE ADVICE OF COUNSEL PRIOR TO PURCHASING OR USING THE SERVICES FOR RESTRICTED PURPOSES. CUSTOMER FURTHER AGREES NOT TO MISLEAD RECIPIENTS AS TO CUSTOMER'S IDENTITY, CREATE A FALSE CALLER ID (E.G., ID SPOOFING), FORGE ADDRESSES OR HEADERS, OR FRAUDULENTLY UNDERTAKE OTHER TECHNICAL MEASURES TO MISREPRESENT THE ORIGIN OR IDENTITY OF THE SENDER THAT CONSTITUTE ILLEGAL ACTIVITY. Without limiting Optivon's rights or remedies under the EULA or Master Service Agreement, Optivon may immediately suspend some or all of the Services if Optivon determines, in its reasonable judgement, that the Services are being used in a fraudulent or illegal manner or contrary to the regulations regarding call spoofing or robocall. Customer has been advised of this requirement and agrees to these terms of service, assuming sole responsibility of its decision and actions.