

The logo for Konnect1, featuring the word "Konnnect1" in a white, bold, sans-serif font centered within a solid blue rectangular background.

**KONNECT1 LLC**

**50 DIVISION ST ,SOMERVILLE, NEW JERSEY 08876**

**6827573171**

## **ACCEPTABLE USE POLICY**

This Policy is designed to protect Konnect1, our employees, customers and other clients from harm that could result from misuse of our network resources. The stakes are high as our information systems provide the backbone of our operations and any misuse can result in significant issues such as confidential information leaks, data breaches, identity theft, degraded operations, lost productivity and civil or criminal penalties. Each of us is responsible for exercising care and good judgement while using Konnect1's information systems and in keeping them secure. Konnect1 is committed to protecting you, our partners and customers and the company from illegal and damaging actions by others as much as reasonably possible.

## **Fraud/Robocalling Policy**

Automatically block fraudulent calls in real-time before damage is done and prevent financial losses.

Receive detailed reports according to custom settings on an hourly or daily basis + notifications about rule changes to your email.

All Calls should have the Do Not Originate "DNO" list applied, and be blocked appropriately.

All calls containing any Telemarketing content, and/or Robo-Dialed MUST be filtered against the Do Not Call "DNC" List. Telemarketing calls to Wireless phones that have not specifically opt'd into the Telemarketing program should be blocked.

All North American Number Plan calling numbers should be queried against the Robo-Dialing database and calling numbers reported into the database as probable SPAM or Fraud should be blocked.

If you have already applied the appropriate filters/rules, this change at Konnect1 should have no impact on your traffic.

Any traceback caused by your company from the ITG would immediately result in suspension of the VOIP services.

## **PRIVACY**

Konnect1 respects and protects your right to privacy as required by governing law.

Techmax

BPO will not collect, process, and/or store your personal information except where required for reasons directly linked to the legal procedures. Konnect1 uses regulatory performance

monitoring technologies to monitor the client's traffic and These activities are focused on the

usage of our information systems and devices, not your individual activities as a user. Techmax BPO , however, employs remote maintenance, which means that IT may access your device and all its applications. This process will only be used for maintenance purposes and you will be informed by IT/NOC beforehand.

Konnect1 will only access your company email, IM and stored data if required by law or if Konnect1 is investigating potential illegal activities or potential company policy violations. Konnect1 DOES NOT review the content of emails or folders clearly marked as "Personal." If you have personal items you want to keep private, please keep your personal data segregated from Konnect1 data and label it as such.

## **SCOPE AND CONSEQUENCES**

This Policy applies to clients, partners and anyone else given access to Konnect1 information systems or devices. If any local law conflicts with this Policy, the Policy will be

interpreted as adjusted to comply with such law. Violations of this Policy may result in disciplinary action including temporary or permanent removal of your access, reprimand or even termination of your services with Konnect1. Konnect1 also reserves the right to initiate criminal or civil actions. Please note that you may have dispute resolution rights under local law depending on where you are located. Any action violating the policies of FCC would be taken into serious consideration. Immediate termination or suspension of services will be done if there are no specific actions taken.

## QUESTIONS

If you have any questions or concerns about this Policy, please raise them with your manager or a representative from IT or Legal. Also, you can email [ralph@konnect1.com](mailto:ralph@konnect1.com) for guidance on this Policy.

COMPANY NAME OR DBA: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

FILER ID: \_\_\_\_\_

CONTACT: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_