



Robocall Mitigation Program

1/30/2024

Terra Nova Telecom takes a multi-pronged approach to Robocall Mitigation.

For outbound robocall mitigation from our customers to the PSTN (Know Your Customer), we:

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- | Question | Yes (%) |
|--|---------|
| 1. Do you have a job? | 95 |
| 2. Do you have a car? | 25 |
| 3. Do you have a house? | 55 |
| 4. Do you have a bank account? | 65 |
| 5. Do you have a credit card? | 85 |
| 6. Do you have a driver's license? | 95 |
| 7. Do you have a passport? | 20 |
| 8. Do you have a health insurance? | 95 |
| 9. Do you have a life insurance? | 55 |
| 10. Do you have a retirement plan? | 95 |
| 11. Do you have a pension? | 35 |
| 12. Do you have a disability? | 95 |
| 13. Do you have a chronic illness? | 20 |
| 14. Do you have a mental health condition? | 95 |
| 15. Do you have a substance use disorder? | 55 |

For inbound robocall mitigation from the PSTN to our customers (Know Your Upstream Provider), we:

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- | Category | Percentage |
|----------------------|------------|
| Current government | 80% |
| Previous governments | 20% |