



In accordance with FCC 47 CFR 64.6305 we have the following steps in place

- * A description of "reasonable steps" taken to comply with regulations
- *** We are no longer taking on any new customers all traffic will originate from existing customers
- * Specific steps to mitigate illegal robocalls
- *** All customers have had their access to CA/US market closed until such time they registered with the FCC RMD database, we monitor closely short duration low ACD/ASR traffic
- * Procedures for "know your customer" and "know your upstream provider"
- *** All customers are required to provide their details
- * A description of any call analytics system used to identify and block illegal traffic
- *** We operate a DNO system & work closely with ITG 'IF' required
- * How to prevent new and nonrenewing customers from originating illegal calls
- *** We have 3rd party software which identifies linked accounts where they are attempting to hide true identity, we also use banking software to identify links
- * A commitment to respond within 24 hours to all traceback requests
- *** We do not operate a 24/7 compliance support team service but we commit to a reply within the earliest timely period
- * A commitment to cooperate with entities that investigate and stop illegal robocallers
- *** We have always prided ourselves in our commitment to law enforcement to the extent we have been reprimanded for providing too much information.