

TELEFONICA CELLULAR S.A. DE C.V. Procedures to prevent the generation of illegal robocall traffic.

- All our customers are contractually bound to use our services lawfully.
- We contractually reserve the right to suspend or end any customer for if we believe, in good faith, that the customer is using the service in violation of any law, including any U.S. federal, state or local law, rule or regulation.
- We Conduct Reactive Monitoring and Enforcement.
- If we receive a request from an authority, another carrier, or a customer about misuse of our services, we will investigate the situation and, if necessary, contact our customer to decide whether they are complying with the requirement to use our services lawfully. If a customer does not follow the law, we may end the customer relationship.
- We will respond to all traceback requests from regulators, law enforcement, and other carriers and we will cooperate with such entities in investigating and stopping any illegal robocallers that use our services to originate calls unlawfully.
- We provide training to all our employees about our obligations under various laws and regulations about the lawful origination and transmission of telephone traffic.

Fernando Sanchez
Cordinador de interconnection