

VISIÓN	Ser reconocida como la mejor empresa de servicios de comunicaciones del país, por sus elevados estándares de competitividad, orientación al cliente y calidad de sus servicios.
MISIÓN	Brindar las mejores soluciones de servicios a las necesidades de comunicaciones de nuestros clientes, para contribuir al bienestar y desarrollo del país, con personas competentes y comprometidas.
VALORES	Transparencia - Integridad - Honestidad - Igualdad e Inclusión - Eficiencia y Eficacia - Responsabilidad - Compromiso - Lealtad.

To whom it may correspond,

COPACO S.A, is a Paraguayan telecommunication company, with government shareholding in majority, at the same time, is the only telecommunications company with the authorization from the National Commission of Telecommunication (CONATEL) to be able to manage and complete international call in Paraguay.

COPACO SA, has NOT implemented STIR-SHAKEN.

COPACO SA is committed to avoid, in between the reasonable of his possibilities, the origin of the illegal automated international calls inside his network, as well as committed to monitor all incoming calls to his network.

COPACO SA, in his efforts to manage and avoid fraudulent calls has implemented the following:

- **Monitoring of calls:** El monitoring of incoming and outgoing calls in COPACO SA network is performed 24/7 to identify fraudulent traffic.
- **Analysis:** COPACO SA has at his disposal an entire technical area in charge of traffic analysis to identify any potential fraudulent calls. At the moment any kind of fraudulent case accords, an alarm is set and the Anti-Fraud area takes immediate actions if needed.
- **Blocking:** In the event that the traffic suspected of fraud originates from COPACO SA own network, the client is immediately blocked and the Client is notified of the reason for the blocking and is requested to carry out the verification of the legitimacy of the traffic.
- **Report:** In the event that the traffic suspected of fraud does not originate in COPACO SA's own Network, the Operator is notified that it is originating the traffic suspected of fraud.

COPACO SA. Is willing and committed to collaborated with all the entities that requires to investigate, identify and report all illegal robocalls performing fraudulent calls.

COPACO S.A.