

ROBOCALL MITIGATION PLAN

1. M800 LIMITED (“the Company”) has established a robocall mitigation program in order to prohibit the origination of illegal robocalls from its network. The Company has not implemented STIR/SHAKEN authentication framework on any portion of its network.

2.1. In the event a notification of an illegal robocall originating from the Company’s network is received, the Company will handle the issues in accordance with the procedures as described under the Section 2.2.

2.2. Procedure to investigate robocalls

Whenever the Company receives the notification of an illegal robocall originating from its network, the Company’s personnel will verify the information on the call and determine if the call is originated from the Company or from one of its partners.

If the robocall is originated from a partner’s network, the notification will be forwarded to the partner for the response and appropriate action.

If the robocall is originated from the Company’s network, the Company personnel will try to identify the offender(s):-

- i. If the offender is a staff of the Company, appropriate disciplinary action will be initiated in accordance with the Company’s internal policies.
- ii. If the offender is a customer, the customer will be notified by email, call or both.
 - (a) In terms of the first violation, the customer will be notified the obligations in breach of the terms and conditions of the Company’s service and the Company’s right of termination of the customer’s account.
 - (b) In terms of the subsequent violation, if it is determined that the customer is deliberately misusing the Company’s service for illegal robocalls or other fraudulent activities, the customer’s account will be terminated forthwith.

If the robocall is not found to be originated from the Company’s network, i.e., the caller ID in the robocall was spoofed, the Company will share such information with party that has been notified of the robocall.