

Faa'a, 10th of August 2021
DT038-21

CERTIFICATION

I, Patrick MOUX, Chief technical officer of Pacific Mobile Telecom, Telecoms Operator. Submit this certification for and as a provider of voice service in French Polynesia, find appendix attached.

Pacific Mobile Telecom, will implement the minimum fraud screens and as indicated in the Robocall Mitigation Database registration. The statements and information contained in this certification are accurate and complete to the best of my knowledge and belief.

Vice president of
Pacific Mobil telecom

Patrick MOUX



Robocall Mitigation Plan

Pacific Mobile Telecom SAS French Polynesia will carry out and implement the minimum fraud screen as described below:

Vetting End-User or Customer Entity and Identity

- Provider verifies name, address, phone number, email address, national identity number (for individuals), and tax identification number (for companies and organizations)
- Provider verifies at time of initial service application, time of renewal, and time of change I services
- Provider reviews credit information, prior service and termination history as appropriate
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Measures to Prevent or Avoid the Origination of illegal Robocalls

- Provider's terms of service and acceptable use policy prohibit making of robocalls and authorize termination of service due to robocalls
- Provider uses analytics and monitors network traffic to detect potentially unlawful call origination activity, including detection of:
 - Intermittent bursts of high activity
 - Suspiciously low call completion rates/short call times
 - Evidence of systematic calling or "war dialing"
 - Abnormally high-volume call patterns from a commercial customer

Investigation of Suspicious Activity

- Provider halts a customer's ability to make new calls and suspends service once illegal activity is detected
- Suspension of service will trigger a traceback investigation to identify the source of the calls and verify suspicious activity with customers
- Provider will notify law enforcement of illegal activity

Responding to Trackback Requests

- Provider will cooperate and assist with traceback requests from other providers

Blocking

- Provider blocks calls originating from invalid numbers

Robocall Mitigation Plan Updates

- Provider will provide timely update to FCC database due to any changes in policy, contact information, or other certification information.

Date

August 10th, 2021

Patrick MOUX

Vice president of
Pacific Mobil telecom

