



Robocall Mitigation Programme – Synconex Limited (FRN: 0031136955)

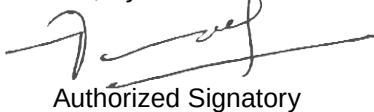
Synconex Limited is a privately owned UK based company. The company acts as an intermediate voice services provider that doesn't have its own subscriber base within the United States.

As a foreign voice service provider, Synconex is in the process of implementation anti fraud call authentication framework into our network infrastructure and will integrate it as soon as possible.

Our robocall mitigation and prevention steps include but are not limited to the following:

1. Synconex Limited is listed on FCC Robocall Mitigation programme
https://fccprod.servicenowservices.com/rmd?id=rmd_form&table=x_g_fmc_rmd_robocall_mitigation_database&sys_id=39b61e951b9538507ccf20ecac4bcb3e&view=sp
2. We are doing our best to respond fully and timely to all trace back requests, received from authorities, for calls for which we act as an intermediate provider.
3. When we receive a trace back request from the authorities, we inform the carrier from which we received the call and ask them to take reasonable steps to identify the call origination party.
4. We use our 24/7 network operation centre as well as internal tools to monitor and analyze voice traffic that we receive from other carriers.
5. We review CDRs and block any traffic that may appear suspicious.
6. Synconex Limited Legal team prior to interconnection of new customers: a) makes sure we have an agreement in place, preferably, we should use our agreement template; b) requests certificate of incorporation of companies; c) verify registration number address, authority of the signor, other contact information. (KYC Verification)
7. Internal fraud policies ensure that clients who have for one reason or other, knowingly committed any of the telecom fraud within our network are suspended of services until the full investigation of the case.
8. As a part of the Robocall Mitigation Program, we are in the process to perform other reasonable steps to avoid illegal robocall traffic in our IP network. Synconex will review this Robocall Mitigation Plan and update it as necessary to meet the requirements of applicable laws.

For, Synconex Limited



Authorized Signatory