

Singtel Robocall / SPAM Calls Mitigation Plan

To whom it may concern,

Singtel has undertaken the following measures to mitigate robocalls on its network:

- a. **Monitoring:**
Singtel monitors network traffic to assure the service and quality of international traffic.
A non-intrusive CDR based Fraud Management System is in place to alert on traffic case involving intermittent bursts of high activity, suspiciously low call completion rates/short call duration and invalid number ranges.
In addition, our Fraud Prevention Department also monitors and alert on suspiciously high volume traffic and patterns.
- b. **Investigation:**
Once suspicious traffic has been alerted, Singtel will collaborate with customers, carriers and providers expeditiously and in good faith to determine the legitimacy of the traffic. Singtel is also committed to respond in a timely manner to AT&T / Verizon and FCC licensed international voice calls providers for any trace back request.
- c. **Blocking and suspending:**
Once fraudulent traffic has been identified, Singtel will suspend and block immediately the customer/carrier originating the suspicious traffic.

Singtel is constantly working on improving the tools that can help to prevent and detect any kind of fraudulent traffic and Singtel management will implement such measures and procedures without undue delays.