

Robocall Mitigation Plan

1. NTT DOCOMO

- NTT DOCOMO is a purely Japanese mobile carrier (operator). We provide voice service for calls made to and from the US as mentioned below, which are all connected via a relay carrier:
 1. Calls made by DOCOMO users in Japan to the US via our international voice service World Call
 2. Calls made by DOCOMO users while in the US to the US or the rest of the world (excl. Japan)
 3. Calls made by US Mobile Carrier users while in Japan to the US
- As of January 2022, NTT Communications has become a subsidiary of NTT DOCOMO. Therefore, our response and measures to STIR/SHAKEN implementation, Robocall Mitigation, and Cooperation with Traceback Requests will be executed in conformity with the measures reported by NTT Communications.

(See pg. 4, pg. 22: https://group.ntt/en/ir/library/presentation/2021/211025_3.pdf?20211203)

2. Robocall Mitigation

- Due to the nature of the services we provide and are mentioned above, execution of robocall mitigation by DOCOMO depends solely on the countermeasures taken by our relay carriers (including but not limited to group company NTT Communications Corporation, already registered in the database)
 - Ref:
 - a. *Monitoring: NTT Communications' Network Operation Centre monitors communications traffic to detect suspiciously high volume or suspiciously patterned traffic and issues alerts as to any such traffic that is identified.*
 - b. *Examination: When suspicious traffic is detected, NTT Communications will promptly contact, and question the relevant customers, telecommunication carriers and service providers to ascertain the nature of the traffic and make a determination as to the legitimacy of the traffic.*
 - c. *Blocking and Stopping: NTT Communications will take necessary measures based on the guidelines stipulated by the relevant regulatory authorities and in compliance with applicable Japanese Law, to address any unlawful or improper calling behavior that is detected as set forth above.*
- DOCOMO actively prevents fraudulent/scam calls by hiding the display number once detecting a call has been made under disguise as a fake number.

3. Measures taken regarding Traceback Requests

- In conformity with NTT Communications
 - Ref: *NTTC will cooperate with valid traceback requests from the legitimate authorities to the fullest extent technically and reasonably possible, consistent with compliance with applicable requirements of Japanese and other applicable laws.*