

CONFIDENTIAL

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5/8/2021

To Whom It May Concern**Subject: CYTA Robocall Mitigation Plan**

Cyta is the leading provider of integrated electronic communications in Cyprus. Making the most of its technologically advanced networks, it offers a wide range of services and solutions to meet the ever-increasing demands of its residential and business customers for voice, data and content applications.

In order to safeguard our services and customers, Cyta has established a specialized Fraud Management functional unit since 2000. The unit is staffed with specially trained and skilled personnel, in both security and telecommunications fraud matters.

We work closely with our international partners to prevent fraud and monitor the activities of GSMA's Fraud and Security Group (FASG). Additionally, we actively update our blacklists to effectively detect incidents with known fraudulent destinations and services.

For the efficient detection and management of all types of telecommunications fraud, we have procured and fully utilize specialized systems such as a Fraud Management System (FMS). The FMS is a software system that detects, in near real time, any suspicious network behaviour that could potentially constitute fraud.

Amongst others, we are also monitoring all outgoing international traffic from our network and whenever bulk calls that resemble robocalling are detected, we take actions in blocking them. We also monitor incoming calls received from other carriers.

Our fraud team operates on a 24x7 basis and once fraud incidents are detected, immediate corrective actions are taken, whenever possible.

Cyta, acting always in compliance with the national and European Union legal and regulatory framework within which it operates, commits to cooperate with the Commission, law enforcement and the industry traceback consortium in investigating and stopping any illegal robocallers that are using our services to originate calls.

Yours Sincerely,



Costas Psillides

Manager International Wholesale Market