



# Robocall Mitigation Plan



Private Joint Stock Company "Kyivstar" ("Kyivstar") aims to provide high quality services and always takes appropriate measures to maintain high standards, procedures and controls that minimize possibility of fraud and ensure reliability for its partners and customers.

Due to Fraud Management System (FMS), Kyivstar performs real-time monitoring of internal subscriber traffic and transit traffic from other telecom operators to prevent fraud. FMS provides detection of suspicious traffic based on special rules and certain criteria, such as the number of calls with zero duration, calls with a short duration, the total number of such calls for a certain period of time, etc.

Kyivstar promptly responds to the partner's requests, investigates suspicious traffic cases and always open for cooperation. In turn, if Kyivstar Fraud Management Department receives a notification from FMS about a fraudulent case involving partner operator numbers, then it interacts with the partner operator to confirm the legitimacy of such calls and their subsequent blocking by the system.

Fraud Management Department permanently improves fraud control policy by analyzing the effectiveness of various fraud control strategies, and regularly reviews internal control mechanisms to minimize any fraud.

Kyivstar supports FCC initiatives to prevent attack of robocalls on international traffic, and for its part, using the FMS, will do everything possible to eliminate robocalls by analyzing and blocking them.