

**The Telappliant Group has committed to the following to help avoid originating illegal robocall traffic:**

- Customers are able to sign up for services through the Telappliant portal, but manual checks are conducted on new accounts to establish if the business is legitimate, and to ascertain the intent of its use of Telappliant's voice services.
- Ensuring all CLI's presented are allocated to the customer's account.
- Should a CLI be sent through to Telappliant in an incorrect format (length, partial, or missing entirely), our network will attempt to correct the CLI using our call logic platform, pulling in another number allocated to the customers account if CLI correction is not possible. Should this fail, a network CLI is presented to enable dialed parties to trace the call back to Telappliant.
- Telappliant take all complaints seriously and operate with a zero-tolerance policy. Any reports of misuse are thoroughly investigated to ensure our customers are not in breach of our terms of service. Any customer found to be in breach of this will have their services cancelled.
- Telappliant work closely with regulators, providing any information requested for external investigations.

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