



PRIMETEL ROBOCALL MITIGATION PLAN

Date: 1st April 2024

To whom it may concern:

Primetel PLC ("Primetel") is a private electronic communications company based in Cyprus. Established in 2003 under the name Primetel CO Limited and later changed to Primetel PLC in 2007, the company has been a licensed Mobile Network Operator in Cyprus since 2014. Primetel specializes in providing international high-end Telecommunication services to wholesale and retail customers.

The Primetel Fraud department is dedicated to finding and implementing effective solutions to minimize any illegal or forbidden activity. Working closely with international and national partners, the department aims to prevent or eliminate any suspicious activities.

Protecting our services, customers, and suppliers is of paramount importance within the company. We have established numerous procedures and continually develop alerts to ensure effective monitoring of traffic passing through our systems, facilitated by our Fraud Management system. Monitoring is conducted 24/7, and in cases of suspicion, such as robocalls or other illicit activity, we take immediate action by blocking them or implementing necessary measures.

Primetel operates within the National and EU legal framework and stays abreast of the latest guidelines and updates from GSMA's Fraud and Security Group (FASG). Additionally, we actively cooperate with regulatory bodies such as the FCC, law enforcement agencies, and industry traceback consortiums to investigate and block any illegal robocall activity.

Regards,

Primetel PLC