

Núcleo S.A.
Máximo Lira 522 c/ España
Asunción, Paraguay
Tel: +595 971 100000

September 8th, 2021

Ref: Robocall Mitigation

To whom it may concern,

Personal Paraguay (Núcleo S.A.) has undertaken the following measures to mitigate robocalls on its network:

a. Customer Selection: Careful selection of customers with genuine and retail traffic.

b. Monitoring: Personal Paraguay monitors network traffic to assure the service and quality 24/7. Personal Paraguay's Fraud Prevention Department monitors inbound and outbound traffic in order to identify suspicious high-volume traffic and patterns.

c. Investigation: Personal Paraguay has a multidisciplinary group that is dedicated to collaborating in case that a fraud alarm is triggered. Once suspicious traffic has been identified, Personal Paraguay will collaborate with customers, carriers and providers expeditiously and in good faith to determine the legitimacy of the traffic.

d. Blocking and suspending: Once fraudulent traffic has been identified, Personal Paraguay will suspend and block immediately the customer/carrier originating the suspicious traffic.

In addition, Personal Paraguay confirms that it will respond to all traceback requests from the Commission, law enforcement, and providers, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to send this fraudulent traffic.

Personal Paraguay Fraud Prevention and Network teams are constantly working on improving the tools that can help to prevent and detect any kind of fraudulent traffic and Personal Paraguay management will implement such measures and procedures without undue delays.

Cordially,

Personal Paraguay (Núcleo S.A.)