

ROBOCALL MITIGATION PLAN

This document describes activities and actions Mixvoip SA uses to detect and mitigate robocalls generated on or passing through its network.

Mixvoip SA is undertaking the following measures to mitigate robocalls:

- Automated blocking of hackers trying to misuse our systems
- Automated blocking of calls based on criteria like ratio, amount, length of call etc.
- High network security level (firewalls, port blocking, machines not being reachable public, ...) to avoid unwanted access from hackers / robocallers
- Filtering inbound and outbound traffic
- Permanently monitoring of traffic generated on and passing through the network
- Blocking of fraudulent traffic

Mixvoip SA fully supports fraud prevention activities and will respond in a timely manner to all traceback requests. Mixvoip SA will cooperate with all entities in investigating and stopping any illegal robocalling activities that use its service to originate calls.

Our team is always improving on measures to identify fraudulent traffic and making sure to implement these without delay.