

CERTIFICATION

We certify that Eastern Telecommunications Philippines, Inc., ("Eastern") a duly enfranchised telecommunications company organized under laws of the Republic of the Philippines and with principal office at Telecom Plaza, 316 Sen. Gil Puyat Avenue, Salcedo Village, Makati City, Philippines, hereby state that:

1. None of the voice traffic that originates on Eastern's network is authenticated with STIR/SHAKEN, and that all of the voice traffic that originates on its network is subject to a robocall mitigation program.
2. Eastern commits to respond to all traceback requests from the Federal Communications Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.
3. As part of its robocall mitigation program, Eastern has implemented the following mitigation measures to avoid originating illegal robocall traffic:
 - a. Immediately suspend or block the international calling of clients with suspected and/or reported robocalls;
 - b. Keep the generated logs/call records for six (6) months, and upon order of a competent authority, for an additional six (6) months;
 - c. Keep client detailed information (name/contact person, postal address, telephone/mobile, email address, etc.) and disclose such customer information as may be allowed by law or order of a competent authority;
 - d. Permanently disconnect client's circuit once proven to have deliberately made illegal robocalls;
 - e. Assign necessary personnel who will provide the resources needed in the investigation;
 - f. Maintain signed agreement with clients, with clear provision prohibiting them to engage in fraudulent or illegal activities (i.e., changing of Calling Line Identity (CLI) or caller ID and other unlawful use of voice services, such as Robocalls;
 - g. Inform clients that it is unlawful to place robocalls, use fake caller ID numbers, and place automated telemarketing calls to a number in United States without a prior written permission of the client's consumer; and
 - h. Ensure correct CLI is sent by client during service provisioning and acceptance.

Issued this 20th day of September 2021 in Makati City, Philippines.

Very truly yours,



AILEEN D. REGIO 09/20/21
Co-Coordinator



DELFIN P. LOPEZ 09/20/21
OIC, Network Planning, Engineering & Implementation



HERMELINA T. HIZON 09/20/21
Co-Coordinator

Signature: 

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