



Vodafone Idea Limited

ROBOCALL MITIGATION PLAN

OVERVIEW

Vodafone Idea Limited (VIL) is an India-based licensed Telecom Operator/Carrier, providing domestic and international telecommunications services in accordance with applicable laws and regulations in India.

VIL is committed to preventing its services from being used for unlawful and fraudulent purposes, including the origination of illegal robocalls.

VIL will take the following measures to mitigate unlawful and fraudulent usage of its network:

a) Subscriber KYC (Know-Your-Customer): VIL strictly adheres to the subscriber verification requirements prescribed by the Department of Telecommunications ("DoT"), Ministry of Communications, Government of India, and ensures firm compliance of subscriber verification process prior to commencement of service as well as during the provisioning of such services to ensure verification of identity of subscribers.

b) Monitoring: VIL has stringent processes, systems and tools in place, in order to detect and mitigate fraudulent voice traffic originating on its network, which may be related to illegal robocalls or other potentially unlawful usage of its network.

As a part of robocall mitigation program, VIL will continue to monitor the voice traffic originating on or carried by its network using its system and tools which are effective in detection and prevention of fraudulent and illegal voice traffic and unauthorized usage of its network. Fraud Management team monitors the alerts generated by the FMS (fraud management system) and internally reports exceptions 24*7*365 days. VIL performs traffic pattern analysis for high usage/activity and other traffic patterns.

c) Investigation: Once suspicious traffic has been alerted, VIL will collaborate with customers, carriers and providers expeditiously and in good faith to determine the legitimacy of the traffic. VIL will respond in a timely manner to the FCC licensed international voice call providers for any trace back request.

d) Suspension: VIL's contractual terms with its subscribers allow it to enforce actions against subscribers that generate illegal or fraudulent traffic. VIL's current general terms and conditions prohibit the use of VIL's services for any fraudulent or unlawful purposes. If VIL reasonably suspects that any of its services is being used for fraudulent or unlawful purposes, VIL reserves the right to suspend or terminate such service. VIL will take action against subscribers as per these terms to mitigate any illegal or fraudulent usage of its network.

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