



IKonnect Inc., is committed to stopping robocalls and we are implementing the following steps to mitigate or prevent the transmission of illegal robocall traffic into our network.

- 1. Knowing our Customers before providing services and connecting them to our network.**
We confirm the identity of our new customers by collecting information such as physical business location, contact person(s), state or country of incorporation, federal tax ID, and the nature of our customer's business. These steps help us prevent and identify illegal calls from gaining access to our networks.
- 2. Monitoring of Network Traffic:** IKonnect Inc, analyzes high-volume voice network traffic and our Termination and Origination provider normally gives us alerts of unusual traffic upticks to identify and monitor patterns consistent with robocalls. This information can assist us in the traceback process to identify the source of illegal calls.
- 3. Requiring Traceback Cooperation in Contracts:** We recently implemented on our new and renegotiated contracts governing the transport of voice calls, we use best efforts to require cooperation in traceback investigations by identifying the upstream provider from which the suspected illegal robocall entered our network or by identifying our own customer if the call originated from our network.
- 4. Rejection of Traffic for non compliant customers:** When we learn through network monitoring or a complaint that our platform is being used as a conduit for illegal robocalls, we will immediately take steps to identify the offending customer from the call examples provided by the relevant parties and then will examine our call detail records (CDRs) for that particular customer. We will examine our CDRs for telltale signs of illegal robocall traffic, such as high call volumes, low duration calls, sequential dialing patterns, and call volumes to telephone numbers on the FTC's Do Not Call list. We will then impose network-level constraints, which can include throttling the rate at which the customer can initiate calls, restricting the number of concurrent calls, and limiting the caller-ID value(s) available for the customer's use. We may also decide if discontinuance of service is appropriate, especially if violations are on-going.
- 5. Limiting our customer base to small businesses and not engaging with call center businesses:** We understand the gravity and penalty of allowing traffic from robo-callers to our network, as a serious step to prevent robocalls, we do not have any call center type companies in our network and are no longer actively pursuing any call center businesses until we can automatically prevent robocall traffic into our network.