

Outremer Telecom is taking very seriously the threat of robocalling and has adopted the following measures to mitigate it:

- 1) Outremer Telecom explicitly forbids in its terms and conditions of service the use of automatic calls / non solicited calls / spams. It means that any end user that do not respect this policy can be suspended / blocked without notice nor compensation.
- 2) Outremer Telecom limits its offer to classic P2P voice usage. The number of different destinations is limited to a reasonable number, especially for unlimited offers.
- 3) Outremer Telecom runs weekly reports to identify any suspicious activity, including important number of called party, few delay between calls, etc. Investigation and analyze can be done based on these reports, that could lead to end user suspension / termination if required.
- 4) International calls are strictly monitored in near real time, and any abnormal activity triggers warning or proactive blocking. Abnormal activity is based on timebased threshold and have been tuned differently for different countries.
- 5) When receiving complaints about robocalling situation, Outremer Telecom takes all appropriate measures to investigate and analyze any suspicious behaviors.