

Measures we have in place to avoid originating illegal robocall traffic as part of its robocall mitigation program,

1. In our Terms and Conditions, we have a clause about our end clients need to take responsibility if fraudulent calls are made in circumstances where their self-managed servers, routers/network devices have been hacked which is out of our control.
2. We have an abnormal traffic monitoring tool in place which monitors call duration, call attempts, etc. It monitors voice traffic throughout our network, any abnormal traffic would be alerted to us for immediate investigation and when a threshold is reached, it will be stopped automatically for further investigation.
3. Each customer account on our network has got a credit limit and a simultaneous line capacity limit, which ensures our clients could not use our platform without boundary, i.e., for whatever reason fraudulent calls unfortunately start, it will not continue endlessly, it will be stopped when the line capacity limit is reached or when the credit limit is reached;