

Measures taken to avoid the Origination of robocall traffic at Grant Enterprises & Trading/ **Revision 2026**

Date: 10 March 2026

Further to FCC advice in relation to the incidence and impact of robocall traffic, we at Grant Enterprises & Trading continue to maintain a close relationship with our users. We have now implemented the following revised policy which users have to sign off on. As a measure of control all our customers are pre-paid users which means that there is a limited volume of calls possible from or to the customer accounts based on the package. In addition, we provision and directly support/manage the voice services for all customers and have protective measures in place on the SIP trunks and p.b.x platforms to prevent users from outside the p.b.x taking over these voice services and using them for “robocall” type activities. Due to the pre-paid packages, customers will not be able to generate Robo-call traffic as the accounts will quickly run out of credit. We also have audit checks on customer call patterns as part of our ongoing support. Finally, we have a KYC – know your customer – approach to our service provision so that all new customers are vetted before service is provided. We do not provide automatic services via a web portal but sell via our IT customer management support infrastructure. We also have cascaded use of the automatic network management and risk mitigation tools provided as a matter of course by IDT/Net2phone whose voice services we “Resell”.

Prohibition against illegal Robocalls; Terms & Conditions

- *continuous or extensive chat line or conference call participation,*
- *use of free conference calling or similar services that Company in its sole discretion deems to participate in traffic stimulation practices or schemes that result in excessive charges;*
- *use of an open telephone line as a monitoring, intercom or similar service;*
- *repetitive and/or continuous messaging or calling to the same destination or number if such activity could reasonably be expected to or in fact does provoke complaints;*
- *long duration calls (defined as calls to the same number in excess of four continuous or cumulative hours within a 24-hour period) and/or calls placed to specific numbers / destinations for the purpose of generating charges or fees for or with a third party;*
- *use of call Services which do not consist of uninterrupted live human voice dialog by and between natural human beings;*
- *restricting or inhibiting any other User or any other person from using and enjoying the Services and/or the Internet;*
- *engaging in any of the foregoing activities by using the services of another provider or third party and channeling such activities through an account provided by Company, or otherwise involving the Services or any Company account in any way with or without another provider or third party for the purpose of facilitating the foregoing activities; or*
- *utilizing robocalling, autodialing, predictive-dialing or other software or technologies for illegal means. Further, users of our services will be required to timely cooperate with any investigations, including Call Trace Back investigations, into suspected illegal uses of Company services.*

Signed



Joseph Cassell