



VOXPACE PTE LTD ROBOCALL MITIGATION PLAN

- VOXPACE PTE LTD commits to respond to all traceback requests from the Federal Communications Commission, law enforcement and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robo-callers from using its services to originate calls, and that none of the voice traffic that originates on your network is currently authenticated with STIR/SHAKEN and instead that all of the voice traffic that originates on its network is subject to this robocall mitigation program.
- VOXPACE PTE LTD will block services to a customer if it determines that the customer is using services for illegal robo-calling.
- VOXPACE PTE LTD has made significant endeavours to know its customers and confirms the identity of new commercial customers by doing e-KYC such as collecting Certificate of Incorporation, Company Website, Contact Name, Email ID, Physical Address, Zip Code, federal tax ID(if applicable), and the nature of customer's business. VOXPACE PTE LTD vets each customer as thoroughly as practical and possible.
- There will be no Fraud / Spam / Scam Traffic accepted from any customer, If VOXPACE receive such traffic, they "VOXPACE" has rights to suspend/terminate customer's account Immediate withhold prepaid balance amount.