



Robocall Mitigation Program

1/30/2024

Terra Nova Telecom takes a multi-pronged approach to Robocall Mitigation.

For outbound robocall mitigation from our customers to the PSTN (Know Your Customer), we:

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- | Country | Percentage of respondents who believe that the current government is responsible for the crisis in Ukraine |
|------------------------|--|
| Ukraine | 95% |
| Poland | 85% |
| Germany | 80% |
| France | 75% |
| Italy | 70% |
| Spain | 65% |
| Portugal | 90% |
| Greece | 85% |
| Turkey | 75% |
| Romania | 80% |
| Bulgaria | 70% |
| Slovakia | 85% |
| Czechia | 75% |
| Hungary | 65% |
| Slovenia | 90% |
| Croatia | 80% |
| Serbia | 70% |
| Bosnia and Herzegovina | 60% |
| Montenegro | 75% |
| Albania | 85% |
| Moldova | 70% |
| Georgia | 80% |
| Armenia | 65% |
| Azerbaijan | 75% |
| Belarus | 85% |
| Belgium | 70% |
| Netherlands | 80% |
| Austria | 75% |
| Sweden | 85% |
| Finland | 90% |
| Denmark | 80% |
| Norway | 85% |
| Iceland | 95% |
| Lithuania | 85% |
| Latvia | 80% |
| Estonia | 90% |

For inbound robocall mitigation from the PSTN to our customers (Know Your Upstream Provider), we:

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- | Category | Percentage |
|----------------------|------------|
| Current government | 80% |
| Previous governments | 20% |