



In Confidence

Robocalls Mitigation Plan

Dear Sir,

1. StarHub complies with Singapore authority's requirements on spoofed CLI.
2. StarHub actively monitors outgoing international voice traffic using Fraud Management System, which alerts StarHub's Fraud Team of abnormally high volume of traffic or suspicious calls.
3. The Fraud Team will conduct investigation and StarHub will block calls identified by the Fraud Team as fraudulent.

STARHUB

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