

Measures we have in place to avoid originating illegal robocall traffic as part of our 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 and their accounts may be terminated.
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. Horizon Communications uses an anti-fraud system to prevent illegal calls, including robocalls. If bulk calls are detected the systems automatically takes action to promptly block such calls
3. Horizon Communications responds to all traceback requests from the Commission, law enforcement, and the registered traceback consortium, as well as cooperates with such entities in investigating and stopping any illegal Robocallers that use voice services to originate illegal calls. Horizon Communicaitons will investigate all traceback requests within 48 hours and provide all the information available for the requested call.