

Ibaazar Retailers Pvt Ltd Robocall Mitigation Compliance with the TRACED Act

Ibaazar Retailers Pvt Ltd (the “Company”) is committed to cooperating with the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that it learns are using our service to originate calls or transit calls into the United States and territories.

The Company has fully implemented the Secure Telephone Identity Revisited (STIR)/Signature-based Handling of Asserted Information Using toKENs (SHAKEN) standards. As a Voice Service Provider with STIR/SHAKEN obligations, Ibaazar Retailers Pvt Ltd acts as a wholesale provider, originating calls with the explicit aim of enhancing call authenticity and reducing fraudulent activities. This role underscores our dedication to maintaining the integrity of telecommunication services and our proactive approach in the fight against illegal robocalling.

The Company commits to fully responding within 24 hours to all traceback requests from the Industry Traceback Group (ITG), the Traceback and Prevention Task Group (TPTG), the FCC, and law enforcement. The Company shall cooperate with these groups to investigate and stop any illegal robocallers from using the Company's service to carry or process illegal calls. When notified by the FCC's Enforcement Bureau, the Company shall block and report identified illegal traffic, and any substantially similar traffic, on an ongoing basis (unless the Company's investigation determines that the traffic is not illegal) when the Company receives actual written notice of such traffic from the Enforcement Bureau. If the Company determines that the identified traffic is not illegal, the Company shall provide the Enforcement Bureau with an explanation as to why the Company reasonably concluded that the identified traffic is not illegal, and what steps it took to reach that conclusion.

The Company utilizes a combination of internal tools and third-party solutions to check for Do Not Originate (DNO) numbers, detect invalid phone number formats, area codes, and unassigned number blocks. Data analytics are employed to detect and investigate irregular and unexpected calling patterns, and originating number use against customer profiles.

Additionally, the Company uses data systems for analytics and reviews to identify illegal robocalling and enforces a Know Your Customer (KYC) requirement to access the Company's networks. The process includes monitoring the network to identify suspicious traffic patterns, limiting customers' capacity via call per second and/or concurrent session limits, regularly checking call patterns for possible abusive traffic, and verifying all new customers with a combination of electronic and manual verification systems, credit reviews, references from trusted industry members, and previous experiences with customer executives and employees. The Company severely limits the capabilities of new accounts until these appropriate processes are complete.

The Company reserves the right to refuse traffic from any party at any time where robocalling or use of originating numbers that are not valid or they are not authorized to use has occurred or is suspected. The Company is able to block the originating number(s), terminating numbers(s), trunk(s) or customer, including termination of the customer relationship, to prevent robocalling, invalid originating number, or spoofed origination number transiting the Company's networks.

Company Address:

Gurmit Bhamber

+91-9888899540

Ibaazar Retailers Pvt Ltd

Address: #694, Sector-82, JLPL Industrial Area, Mohali, Punjab, India (140307)