



Robocall and Fraudulent Call Mitigation Plan

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1. Scope

Astroline implements specific measures to mitigate unsolicited, robocall, and fraudulent calls (the "Mitigation Plan"). This plan outlines the necessary actions to identify, prevent, and respond to such activities, ensuring the protection of Astroline's network and its users.

2. Introduction

Unsolicited, robocalls, and fraudulent calls represent a serious threat to the telecommunications industry and its customers. Astroline continuously evaluates risks through its risk management system, adopting clear policies and procedures to prevent service abuse.

3. Responsibilities

Compliance Department: The compliance team is responsible for verifying customer accounts, authorizing access to services, and monitoring account activity in accordance with applicable laws and this plan.

Technical Department: Responsible for ongoing system monitoring to detect any abnormal or irregular activities that may indicate service misuse. Astroline, como partner de Microsoft puede facilitarle la contratación tanto del licenciamiento Microsoft como del complemento de telefonía.

4. Prevention and Management of Service Abuse

The primary objective of this plan is to ensure that Astroline is adequately prepared to protect its customers, brand reputation, and public interest from suspected or actual cases of service abuse or fraud.

5. Proactive Management

- Implementation of 'Know Your Customer' (KYC) procedures.
- Continuous monitoring of high-risk accounts.
- New user verification and due diligence process.
- Contract management to enforce terms of service.
- Constant monitoring of call flows to detect any irregular activity.

6. Reactive Management

- Cooperation with relevant entities in call traceback procedures.
- Regular auditing of customer account activity.
- Strict enforcement of contract terms with corrective actions as needed.