



Orbyta SpA – Robocall Mitigation Statement

Orbyta SpA is an ISP with a valid telephony concession in Chile, providing IP telephony services for our clients' business operations. Every call routed to the PSTN or internationally is validated via internal web services to ensure that the originating number is part of our network, assigned to an active customer account, and not suspended.

We collect and analyze call traffic statistics to detect abnormal calling patterns. If our system flags any suspicious activity (e.g., an unusually high call volume over a short period, atypical destinations, or fraud reports), our Engineering team investigates the incident. We then contact the customer to confirm the legitimacy of the traffic; if we cannot reach the customer or if the traffic is confirmed to be fraudulent, we temporarily suspend the service. All actions are tracked in our internal ticketing system for thorough documentation and traceability.

Additionally, we retain Call Detail Records (CDRs) for five years for auditing and investigative purposes. We maintain a list of blocked countries with a high incidence of fraudulent calls and provide a dedicated support channel for customers and third parties to report unwanted or suspicious calls. Our fraud mitigation efforts are overseen by Engineering Management, ensuring a swift and coordinated response to potential threats.