

Robocall Mitigation Plan

This documentation presents the Robocall Mitigation Program, implemented by Dking Prestadora, in accordance with the requirements of the law 47 CFR § 64.6305(a) as a Voice Service Provider that does not connect directly to the PSTN, acts as a reseller, delivering voice termination through operators authorized to use the PSTN, and that already have the STIR/SHAKEN authentication program.

To maintain compliance with the requirements of the law, although there is all the security already used by operators with STIR/SHAKEN authentication, we have implemented several measures to filter, combat and prevent irregularities with illegal calls, ensuring full compliance with legal regulations.

To ensure compliance and guarantee the security of connections, the company takes the following measures:

- 1) Careful analysis of the customer's registration and the activities that will be carried out using the calling services.
- 2) Validation and registration of customers through a contract with the requirements of the customers' legal documentation.
- 3) The use of tools with automatic dialing is not authorized.
- 4) Analysis of traffic patterns and immediate blocking if irregular execution is suspected.
- 5) Blocking spam numbers.

6) Each customer's numbers are linked to their registration.

7) Calls will only be completed strictly with callerid sending the respective number linked to the customer's registration.

8) Other preventive and corrective measures and actions relevant to the activities of these declarations.

In addition to all preventive and corrective security measures, the company undertakes to meet the tracking requirements set out in 47 CFR § 64.6305(a-2), and respond within 24 hours to all requests from regulatory and police authorities, and will do all cooperation to prevent and block any irregularities.

The company is committed to complying with all regulatory requirements and will continue to improve all management and control tools to mitigate calls outside the standards required by law.