

Robocall Mitigation Database Plan of Jinjiang Junxi Electrical Commercial Co., Limited

1 Introduction

We actively take measures to alleviate proactive calls, automated calls, and fraudulent calls ("Mitigation Plan"). The mitigation plan specifies remedial and handling plans for such incidents. Unauthorized calls, automated calls, and fraudulent calls pose a serious threat to the telecommunications industry and its customers. We have analyzed and evaluated the risks faced by the company, and have developed clear policies and procedures for a comprehensive framework to prevent service abuse.

2 Responsibilities

The Compliance Department Manager and staff are responsible for verifying Customer account, authorising access to services and monitoring account activity in conformity with the applicable laws and this plan. Technical Department Manager and staff are responsible for system monitoring in search of any abnormal activity.

3 Prevention and management of service abuse

We will take the following steps to avoid active calls, automated calls, or fraudulent calls::

3.1 Proactive management

3.1.1

"Know Your customer" (KYC) procedures.

3.1.2

Constant high risk account monitoring.

3.1.3

New user verification and due diligence process.

3.1.4

Contract administration.

3.1.5

Constant call flows monitoring of abnormal irregular activity.

3.2

Reactive management

3.2.1

Cooperation with the reporting entities, participation in a traceback procedures.

3.2.2

Customer account activity audit.

3.2.3

Enforcement of the contract.

3.2.4

Corrective actions.

3.2.5

Post event voice sampling.