



Robocall Mitigation Plan

This updated robocall mitigation plan is for PLANTERS RURAL TELEPHONE COOPERATIVE, with headquarters at P.O. Box 8, 100 Ogeechee Street, Newington, GA 30446. Other business names in use by Planters Rural Telephone Cooperative: Planters Telephone Cooperative, Planters Broadband Cooperative. All business names previously used by Planters Rural Telephone Cooperative: None.

PLANTERS RURAL TELEPHONE COOPERATIVE is not a foreign voice service provider,

PLANTERS RURAL TELEPHONE COOPERATIVE performs the following roles in the call chain:

- A voice service provider with a STIR/SHAKEN implementation obligation serving end-users

PLANTERS RURAL TELEPHONE COOPERATIVE has not been prohibited from filing a certification in the Robocall Mitigation Database.

PLANTERS RURAL TELEPHONE COOPERATIVE does not have a history of enforcement actions for illegal robocalls, TCPA or TSR violations, or related state law violations.

PLANTERS RURAL TELEPHONE COOPERATIVE uses the following affirmative, effective measures to prevent the origination or transit of illegal robocalls.

Knowing The Planters Rural Telephone Cooperative Customer

PLANTERS RURAL TELEPHONE COOPERATIVE follows the caller ID authentication best practices for vetting caller identity and operational legitimacy for new and existing customers as described by the NANC Call Authentication Trust Anchor Working Group.

This process includes the collection and review of entity-identifying information to confirm that we have an authenticated relationship with the customer. We use this authenticated information to determine whether the customer is subject to any enforcement actions that restrict the type of calling that they may do, for example, if they have been banned from initiating telemarketing calls.

We also validate, when possible, that the entity has a legitimate right to use its asserted calling numbers. We use this information to support the attestation level we assign to calls that we originate for that customer.

Our customers are prohibited from initiating illegal robocalls. If we find a customer initiating suspicious robocalls, we warn them to stop. If such traffic continues, then we terminate their service.

Traceback

PLANTERS RURAL TELEPHONE COOPERATIVE responds within 24 hours to all traceback requests from the Commission, law enforcement, and the registered traceback consortium. We cooperate fully with such entities in investigating and stopping any illegal robocallers that use our service to originate, carry, or process illegal robocalls.

Robocall Mitigation Program

PLANTERS RURAL TELEPHONE COOPERATIVE uses call analytics software provided by TransNexus to monitor all outbound voice traffic in real-time to prevent the origination or transit of illegal robocalls.

The software provides detailed reporting to identify suspected illegal robocalls. The system alerts us if we process outbound calls where the calling number has a poor reputation or is invalid, unallocated, or on a Do Not Originate list.

We perform the same mitigation steps for all outbound calls regardless of our role in the call chain for a particular call.

We immediately investigate any identified suspicious calls to determine if the caller or upstream provider was attempting to originate or transit unlawful robocalls. If we determine that the traffic was likely unlawful, then we warn them to stop sending such traffic. If they continue to send traffic that appears to be unlawful, then we terminate their service.

STIR/SHAKEN

PLANTERS RURAL TELEPHONE COOPERATIVE has registered with the STI-PA using OCN 0378. We have our own STIR/SHAKEN certificate issued by the TransNexus Certification Authority (STI-CA) that we use when authenticating calls we originate over our IP technology connections. We have implemented a STIR/SHAKEN solution supplied by TransNexus.

We have implemented Out-of-Band SHAKEN for calls that rely on non-IP technology using a STIR/SHAKEN solution supplied by TransNexus.

We are exempt from STIR/SHAKEN implementation requirements for some calls because these calls rely on non-IP technology - 47 CFR 64.6304(d).

Robocall Mitigation Contact:

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PLANTERS RURAL TELEPHONE COOPERATIVE

By: 

Date: 02/22/2024

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