

Feb. 2026

Star Telephone Company – OCN 0441

Robocall Mitigation Plan

Star Telephone Company is an IP based provider and Syringa and iconectiv has been implemented. Star Telephone Company will comply with the following Robocall Mitigation Plan.

1. Star Telephone Co is a voice service provider that has implemented the STIR/SHAKEN authentication framework as required by law.
2. Star Telephone Co commits to respond in a timely manner within twenty-four (24) hours to all trace back requests from the Commission, law enforcement, and industry trace back consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.
3. Star Telephone Co has taken the following specific steps to detect originating robocall traffic:
 - a. Star Telephone Co uses a third-party analytics vendor to monitor call records and outbound traffic logs to watch for changes in traffic pattern which would indicate robocalling patterns.
 - b. Star Telephone Co knows all the carriers from which it receives traffic and has confirmed that all carriers are listed on the Robocall Mitigation Database.
4. Star Telephone Co has taken the following steps to prevent illegal originating robocalling traffic:
 - a. Star Telephone Co has procedures in place to prevent new & existing customers from using our network to originate illegal robocalls. Star Telephone Co thoroughly vets new residential and business customers by asking personally identifiable questions for additional security on each account before activating a new service or making changes to the existing service.
5. Star Telephone Co has taken the following steps to mitigate illegal originating robocalling traffic upon detection:
 - a. Star Telephone Co will contact the customers and inform them that we have detected possible robocalling from their line.
 - b. Star Telephone Co will continue to monitor the customer line and upon further detection of possible robocalling Star Telephone Co can/will suspend the line.