

Feb. 2026

Direct Communications Rockland – OCN 2232

Robocall Mitigation Plan

Direct Communications Rockland, an IP based provider and Syringa and iconectiv has been implemented. Direct Communications – Rockland will comply with the following Robocall Mitigation Plan.

1. Direct Communications Rockland is a voice service provider that is in the process of implementing the STIR/SHAKEN authentication framework as required by law.
2. Direct Communications Rockland 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 robocalls that use its service to originate calls.
3. Direct Communications Rockland has taken the following specific steps to detect originating robocall traffic:
 - a. Direct Communications – Rockland uses a third-party analytics vendor TNSI to monitor call records and outbound traffic logs to watch for changes in traffic patterns which would indicate robocalling patterns.
 - b. Direct Communications – Rockland knows all the carriers from which it receives traffic and has confirmed that all carriers are listed on the Robocall Mitigation Database.
4. Direct Communications Rockland has taken the following steps to prevent illegal originating robocalling traffic:
 - a. Direct Communications - Rockland has procedures in place to prevent new & existing customers from using our network to originate illegal robocalls. Direct Communications - Rockland 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. Direct Communications Rockland has taken the following steps to mitigate illegal originating robocalling traffic upon detection:
 - a. Direct Communications - Rockland will contact the customer and inform them that we have detected possible robocalling from their line.
 - b. Direct Communications - Rockland will continue to monitor the customer line and upon further detection of possible robocalling Direct Communications - Rockland can/will suspend the line.