

Feb. 2026

Rico Telephone – OCN 2201

Robocall Mitigation Plan

Rico Telephone is eligible for the continuing extension of the STIR/SHAKEN implementation deadline as a provider that has non-IP portions within its network §64.6304(d).

1. Rico Telephone is a voice service provider and Rico's network relies on technology that cannot initiate, maintain, carry, process, and terminate SIP. Rico telephone has been working with Inteliquent and iconectiv to develop a non-IP caller identification authentication solution.
2. Rico Telephone 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. Rico Telephone has taken the following specific steps to detect originating robocall traffic:
 - a. Rico uses a third-party analytics vendor TNSI to monitor call records and outbound traffic logs to watch for changes in traffic pattern which would indicate robocalling patterns.
4. Rico Telephone has taken the following steps to prevent illegal originating robocalling traffic:
 - a. Rico Telephone has procedures in place to prevent new & existing customers from using our network to originate illegal robocalls. Rico Telephone 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. Rico Telephone has taken the following steps to mitigate illegal originating robocalling traffic upon detection:
 - a. Rico Telephone will contact the customer and inform them that we have detected possible robocalling from their line.
 - b. Rico Telephone will continue to monitor the customer line and upon further detection of possible robocalling Rico Telephone can/will suspend the line.