

## **VYVE BROADBAND**

### **ROBOCALL MITIGATION PLAN**

Vyve Broadband Investments, LLC (FRN# 0029237369) submits this robocall mitigation plan on behalf of its affiliates Vyve Broadband J, LLC (FRN# 0022600332), Vyve Broadband A, LLC (FRN# 0022346357), Eagle Broadband Investments, LLC (FRN# 0028676500), Northland Cable Television, Inc. (FRN# 0001579747), Northland Cable Properties, Inc. (FRN# 0001568971), Northland Cable Ventures LLC (FRN# 0003753530), Vyve Business Services, LLC (FRN# 0031755226), and all other affiliated voice service providers of the foregoing companies (collectively, “Vyve”), which are broadband providers that offer interconnected VoIP services to their subscribers on a resold basis. Vyve’s wholesale VoIP provider is Momentum Telecom, Inc. (“Momentum”), a provider of wholesale and retail VoIP and other communications services across the United States.

While Vyve necessarily relies on the robocall mitigation policies, procedures, and safeguards instituted by Momentum, Vyve has also adopted this robocall mitigation plan to take its own measures to limit the potential for the origination of unlawful robocalls by its customers that would be carried and processed by Momentum and other downstream providers.

#### **Know-Your-Customer Policies**

***Subscriber Vetting:*** Vyve vets the identity of its customers when approving an application for service and entering into a contract with a customer for said service. As part of this vetting process, Vyve collects the customer’s legal name and address, physical location, contact information, and, for most commercial customers, federal tax ID, and Vyve may require additional information to validate the customer. In some instances, Vyve also utilizes third-party agencies for additional information regarding the credit and/or fraud risk associated with a potential customer. Vyve’s services are provided to fixed locations using its own network and services are typically installed on location by its personnel, so Vyve knows the actual location of its customers. All of this information enables Vyve to validate the identity of potential customers prior to provisioning of service. Vyve will not provide service if a new customer’s identification cannot be verified.

***Contractual Terms:*** Vyve’s Broadband Residential Services Subscriber Agreement (“Subscriber Agreement”) prohibits the use of Vyve’s VoIP service for any unlawful purpose, including, but not limited to, “auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for any other use that results in harm to the Company’s network; fraud, or excessive usage inconsistent with normal residential calling patterns.” To the extent a customer is found to have violated its contractual obligations for the reasons noted previously or any other reason, Vyve will take action commensurate with the severity of the customer’s offense, including, but not limited to, providing the customer with a warning or terminating the customer’s service without notice.

### **Use of Call Analytics to Identify and Block Unlawful Traffic**

Vyve relies on Momentum's use of call analytics systems to identify and block unlawful robocall traffic as set forth in Momentum's robocall mitigation plan on file with the FCC. Momentum reports that the call analytics it employs for Vyve's traffic can detect call patterns that indicate robocall activity, including, but not necessarily limited to, an unusual large number of calls from the same number, an excessive number of short duration calls, and calls that stop attempting to connect after a single ring, and calling numbers that are invalid, unallocated, or on the Industry Traceback Group's Do Not Originate ("DNO") list.

If Vyve receives a report or alert from Momentum of suspected unlawful robocall traffic originated by a Vyve end user customer, Vyve will conduct an investigation. To the extent a customer is found to have violated Vyve's Subscriber Agreement, Vyve will take action commensurate with the severity of the customer's offense, including, but not limited to, providing the customer with a warning or terminating the customer's service without notice.

### **Knowledge of Upstream Providers**

Vyve's upstream provider, Momentum, is a well-known, reputable wholesale service provider that is registered in the FCC's Robocall Mitigation Database. Vyve does not itself have knowledge or insight into the upstream providers from which Momentum receives traffic, but understands from Momentum's mitigation plan that Momentum's direct upstream connections are with service providers that similarly have represented to the FCC that they have policies and procedures to identify and block unlawful robocall traffic.

### **Cooperation with the Traceback Group, Law Enforcement and Government Agencies**

Vyve is committed to responding fully and within 24 hours to all traceback requests made by the Industry Traceback Group ("ITG"), law enforcement authorities, and government agencies to investigate and address suspected unlawful robocalls originated by Vyve customers.

Vyve is also committed to cooperating with Momentum on traceback requests and to fully complying with the Commission's robocall blocking requirements. Vyve understands that Momentum will block all calls and provider traffic that: (1) are identified in any public notice or order released by the FCC; (2) are substantially similar to the types of traffic identified in any public notice or order released by the Commission; or (3) include a caller ID number or name that is on DNO list issued by ITG.