



Wes-Tex Telephone Cooperative, Inc. – Robocall Mitigation Program

Wes-Tex Telephone Cooperative, Inc, (Wes-Tex) Operating Company Number 2168, is eligible for the continuing extension of the STIR SHAKEN implementation deadline as a small voice service provider §64.6304(a)(2) that has non-IP portions within its network §64.6304(d).

Wes-Tex provides local service to fewer than 100,000 voice subscriber lines. Our customers are served on the non-IP portions of Wes-Tex Telephones network which relies on technology that cannot initiate, maintain, carry, process and terminate SIP calls.

Wes-Tex will soon begin to implement SIP connections with its network. Wes-Tex has registered with the Policy Administrator and is an authorized service provider in the STIR|SHAKEN ecosystem. Wes-Tex will implement at the same time STIR|SHAKEN with its IP-network and sign the calls originating on the IP portions of the Wes-Tex network.

Robocall Mitigation Plan

Call Analytics

Wes-Tex uses call analytics software provided by TransNexus to monitor all outbound voice traffic. Wes-Tex also uses a third-party billing vendor which provides call records which call identify anomalies in outbound voice traffic.

Know Your Customer

Wes-Tex has procedures in place to prevent new and existing customers from using our network to originate illegal robocalls. New customers (business and residential) are asked to establish security data for identity verification before activating new service or making changes to existing service.

Residential customers are asked to provide their full name, address (physical and mailing), alternate phone number, email, and establish security questions, a password, and photo identification.

Business customers are asked to provide their full name, address (physical and mailing), tax identification number, alternate phone number, email, information regarding the nature of the business and establish security questions, a password and provide photo identification.

Upstream Provider Knowledge

Wes-Tex knows all the carriers from which it receives traffic and has confirmed that all the carriers are listed in the Robocall Mitigation Database. Wes-Tex has also reviewed the connected carrier's RMPs to learn how the carriers monitor their originating traffic to mitigate illegal robocalls. Wes-Tex does not directly receive traffic from any foreign originating or intermediate provider.

Role In the Call Chain

Wes-Tex is a voice service provider with a STIR/SHAKEN implementation obligation serving end-users. Wes-Tex is also a voice service provider without a STIR/SHAKEN obligation on the Non-IP portions of its network because that portion of the network relies on technology that cannot initiate, maintain, carry, process, and terminate SIP calls.

Traceback

Wes-Tex will respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperative with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

RMD Filing / Investigation History

Wes-Tex has not been prohibited from filing in the Robocall Mitigation Database and has not been involved with any recent formal law enforcement or regulatory investigation into suspected unlawful robocalling.