



Critical Hub Networks Robocall Mitigation Plan

This robocall mitigation plan is for Critical Hub Networks, Inc (d/b/a Optico Fiber) located at 652 Calle Hipodromo, San Juan, Puerto Rico 00909.

Critical Hub Networks has not been prohibited from filing a certification in the Robocall Mitigation Database.

Critical Hub Networks does not have a history of enforcement actions for illegal robocalls, or related state law violations.

Critical Hub Networks uses the following affirmative, effective measures to prevent the origination or transit of illegal robocalls.

Know Your Customer

We follow the caller ID authentication best practices for vetting caller identity and operational legitimacy for new and existing customers as described by the NANC Call Authentication Trust Anchor Working Group. This process includes the collection and review of entity-identifying information.

If we find that a customer sending us suspicious robocalls, we warn them to stop. If such traffic continues, then we terminate their service.

Know Your Upstream Provider

We have a vetting and review process for upstream providers, that is, providers that send us voice traffic that we terminate or transit to other providers.

We confirm that the upstream provider has a certification in the Robocall Mitigation Database. We will not accept voice traffic from an unregistered provider.

If we find that an upstream provider is sending us suspicious robocalls, we warn them to stop. If such traffic continues, then we terminate their service.

Traceback

We respond within 24 hours to all traceback requests from the Commission, law enforcement, and the registered traceback consortium. We cooperate fully with such entities in investigating and stopping any illegal robocallers that use our service to originate, carry, or process illegal robocalls.

Robocall Mitigation Program

We use call analytics software from TransNexus to monitor voice traffic in real-time to prevent illegal robocalls. The software provides detailed reporting to identify suspected robocalls.

We investigate any identified suspicious calls to determine if the caller or upstream provider was attempting to originate or transit unlawful robocalls. If we determine that the traffic was likely unlawful, then we warn them to stop sending such traffic. If they continue to send traffic that appears to be unlawful, then we terminate their service.

STIR/SHAKEN

We have registered with the STI-PA using **OCN-664J**. We have our own STIR/SHAKEN certificate issued by TransNexus Certification Authority (STI-CA) that we use when authenticating calls we originate. We have implemented a STIR/SHAKEN solution supplied by TransNexus.