



1515 Broadway Paducah, KY 42001

Ph: 270-441-7799 Fx: 270-441-7917

E-tel,LLC Robocall Mitigation Plan (RMP)

E-tel,LLC will implement the following reasonable steps to avoid originating illegal robocall traffic:

Before service is established for a new customer:

E-tel is a residential and small business regional Voice Service Provider (VSP). In this aspect, our customers pose the lowest risk of robocall origination. We do not provide services to wholesale customers. We also are decommissioning our current switch (PDCHKYGEDS0). We are not currently adding any new customers or have not added any new customers to this switch in over a year. Currently we sit at 229 subscriber lines active on the switch. All other subscribers are through a 3rd party reseller, Saddleback Communications.

E-tel collects and verifies information on each residential and commercial customer such as physical address, contact person, federal tax ID and the nature of the business. We believe this firmly establishes the existence of the customer and we can prevent spoofing of corporate identity by bad actors. As part of the Know Your Customer we believe these measures allow us to identify and take action before the customer is added.

During Service:

Caller ID and Blocking. End users have access to call blocking mechanisms that are free of charge and work on the individual number level.

Monitor daily traffic analytics looking for behavior that would indicate illegal call activity.

Investigate suspicious activity. When traffic monitoring shows suspected illegal activity, E-tel,LLC would conduct traceback into our network to determine the source of any calls and verify suspicious activity with the customer in question.

After Service:

E-tel would comply with any traceback request from law enforcement, FCC or the Industry Traceback Group.

Charlie Mckenzie
CIO
E-tel,LLC



1515 Broadway Paducah, KY 42001

Ph: 270-441-7799 Fx: 270-441-7917