

Feb. 2026

UniTel, Inc – OCN 0029

Robocall Mitigation Plan

UniTel 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. UniTel is a voice service provider that is in the process of implementing the STIR/SHAKEN authentication framework as required by law. Because portions of UniTel's network rely on technology that cannot initiate, maintain, carry, process, and terminate SIP. UniTel has been working with Inteliquent and iconectiv to develop a non-IP caller identification authentication solution.
2. UniTel 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 robocalls that use its service to originate calls.
3. UniTel has taken the following specific steps to detect originating robocall traffic:
 - a. UniTel 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. This system alerts UniTel to outbound calls where the calling number has a poor reputation is invalid, unallocated, or on a Do Not originate list.
 - b. UniTel uses a third-party analytics vendor TNSI know the carriers from which it receive traffic and has confirmed that those carriers are listed on the Robocall Mitigation Database.
4. UniTel has taken the following steps to prevent illegal originating robocalling traffic:
 - a. UniTel has procedures in place to prevent new & existing customers from using our network to originate illegal robocalls. UniTel 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. UniTel has taken the following steps to mitigate illegal originating robocalling traffic upon detection:
 - a. UniTel will contact the customer and inform them that we have detected possible robocalling from their line.
 - b. UniTel will continue to monitor the customer line and upon further detection of possible robocalling UniTel can/will suspend the line.

6. UniTel is a member of NTCA who participates on the ATIS Non-IP taskforce working group which developed the (ATIS solutions) non-IP call authentication solutions and serves as UniTel's third-party representative on the ATIS Non-IP taskforce working group.