

## Maquoketa Valley Electric Cooperative

### Robocall Mitigation Plan

Date: February 21, 2024

Maquoketa Valley Electric Cooperative (MVEC) utilizes Alianza as its underlying voice services provider. Accordingly, MVEC relies on procedures, policies, and safeguards implemented by Alianza to ensure that MVEC's residential and business customers are sufficiently protected against robocall and spoofing activities.

### Corporate Information

MVEC is an Iowa corporation. Its primary address is provided within the Robocall Mitigation Database.

MVEC certifies it has not been prohibited from filing in the Robocall Mitigation Database and MVEC has not been subject to any Commission, law enforcement, or regulatory agency action or investigation arising from suspected unlawful robocalling or spoofing.

In accordance with 47 CFR 64.6305(e), MVEC has designated a point of contact to receive notice of any illegal robocall traffic or other robocall mitigation-related issues. That person's name, title, address, phone number and email address are available within the Robocall Mitigation Database.

### STIR/SHAKEN

On behalf of MVEC, Alianza already authenticates a portion of the voice traffic using STIR/SHAKEN.

The remainder of the voice traffic that MVEC originates on its network is subject to Alianza's robocall mitigation program described below.

### Robocall Mitigation Program

Alianza's platform prevents users from "spoofing" Caller ID by only allowing accounts to use telephone numbers that they own as Caller ID (which is the primary technique used by illegal robocallers).

Alianza also monitors MVEC's outbound voice traffic to alert for spikes in usage to be investigated for bad actors. The alerts identify calling patterns that would indicate robocall activity, such as an unusual number of calls from a telephone number and/or an unusual number of short duration or incomplete calls. The software also provides alerts where the calling number is invalid, unallocated, on a Do Not Originate list, in the FCC consumer complaint database or has a poor reputation. There is an immediate investigation of any identified calls to determine if the caller was attempting to originate unlawful robocalls. If it is determined that the caller was attempting to originate unlawful robocalls, then MVEC either warns them to stop or terminates their service, as appropriate pursuant to its Acceptable Use Policy.

### Traceback

MVEC responds to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperates with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.