



Robocall Mitigation Plan

Key Facts / About TISD.net:

TISD.net is a internet access and voice service provider serving business and residential end users. It provides no wholesale services to other voice service providers.

TISD.net is organized in and operated from the state of Texas from its principal offices at 3001 N Cameron St Victoria, TX 77901.

TISD.net is a single member LLC owned and managed per its parent holding company, VTX1.

Dustin Chandler (President) and Glen Norton (Director of Network Operations) are the key principal executives responsible for the day to day operations and policies of TISD.net.

TISD.net is identified to the FCC by FRN 0018569533 and by 499 Filer ID 831648.

TISD.net has been assigned OCN 031K by NECA.

Commitment to Timely Respond to Traceback Requests

TISD.net commits to respond timely (within 24 hours) and with all available records to all traceback requests received from the FCC, law enforcement agencies, and/or the Industry Traceback Group. TISD.net will cooperate with such entities in investigating and stopping illegal robocallers which might use its services to originate, carry, or process illegal robocalls.

Glen Norton is the designated illegal robocalling and traceback person at TISD.net and can be reached at noc@tisd.net and 361-573-1102.

Robocall Mitigation Principles

TISD.net subjects all calls originated on its networks to a robocall mitigation plan as set out below.

TISD.net has fully implemented STIR/SHAKEN on its IP networks.

Robocall Mitigation Plan – Specific Program Elements

TISD.net acquires, reviews, and maintains specific documentation related to customer identity in a “Know Your Customer” program.

- Customer entity type and entity name are identified and confirmed against commercial and/or government records as appropriate
- Key personnel are individually identified and their relationships with the customer entity are confirmed via commercial and/or government records as appropriate.
- The nature of business of the customer entity is assessed for appropriateness for our customer portfolio before onboarding. As one example, TISD.net will decline to serve outbound telemarketing use cases as a matter of policy.
- As a part of onboarding, all customer entities are subject to site visits for service installation, training, and related needs. The only exceptions are home offices / small remote sites which are branches or subsidiaries of customers whose sites we have visited either by own staff or by third party contractors.
- Customers are screened to ensure that they are the effective user of the services to which they are subscribed. TISD.net does not provide wholesale services to telecommunications service providers.

TISD.net applies appropriate caller ID screening on calls accepted for origination from its customers. This includes, unless special use case exceptions are mutually agreed and appropriate, restricting Caller ID presentations that are assigned to the customer by TISD.net or that TISD.net has otherwise identified as associated with the customer.

TISD.net applies an internally developed call analytic system to calls originating and/or terminating on our network. With respect to calls originating on our network, certain proprietary thresholds are monitored per-customer for the number of calls initiated in 60 second, 5 minute, and 15 minute intervals. Exceeded thresholds result in reports to support staff who can investigate underlying call patterns and take appropriate actions including suspending services to the customer if any inappropriate calling is not halted immediately.

TISD.net reviews robocall mitigation filings for its upstream providers to ensure their compliance with reasonable steps for robocall mitigation to ensure that they do not introduce calls for termination to TISD.net customers into TISD.net's network. These calls are also screened by TISD.net for improper/invalid originating Caller ID and blocked as appropriate.

TISD.net has an acceptable use policy adopted by reference on our website and is included with our new customer documentation packet. Our acceptable use policy makes clear that illegal robocalling traffic is not tolerated from customers and will result in suspension of services and/or permanent termination of services to a customer if not immediately remediated. More broadly, our acceptable use policy also forbids use of TISD.net services to facilitate outbound telemarketing campaigns.

TISD.net records and reviews call detail records to attempt to identify any patterns of abuse directed to customers or initiated by customers. Any concerning patterns identified are followed up by support staff who can engage with customers to remediate issues or discontinue service.

Investigation requests can be submitted by email to noc@tisd.net or written requests can mailed to:

TISD.net
Network Operations Department
3001 N Cameron St
Victoria, TX 77901

Glen Norton
Director of Network Operations
www.tisd.net
361-573-1102 x303