

Norvado Robocall Mitigation Policy

Robocall Mitigation Compliance with TRACED Act

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I. Overview

This mitigation plan is submitted on behalf of Chequamegon Communications Cooperative, an incumbent local exchange carrier and its wholly owned subsidiaries, Norvado, Inc, Price County Telephone Company, and Price County Information Systems, LLC all d/b/a Norvado. – Cable WI, a competitive local exchange provider. All companies operate in Wisconsin and share operations including their respective Robocall Mitigation Plans.

Norvado is a long-established VSP that has been in the rural Telecommunications business since 1951. Norvado is a small voice service provider operating in Ashland, Bayfield, Douglas, Sawyer, Price, and Vilas Counties in Wisconsin. We have approximately 15,000 subscriber lines deployed to our customers via POTS, SIP, HPBX, DIDs, and PRIs/T1s technologies.

All the voice traffic that originates on our network is subject to the robocall mitigation program described below.

Norvado is partnering with TransNexus and ClearIP to incorporate additional Tools and Measures to be alerted on potential Robocalls originating on our Networks, to analyze and monitor network traffic, and to cooperate with Traceback efforts when required to do so.

II. Robocall Mitigation Plan

This Robocall Mitigation plan is for Norvado, with headquarters at 43705 US Hwy 63, Cable WI. 54821

We perform the following roles in the call chain:

- A voice service provider with a STIR/SHAKEN implementation obligation serving end-users.

Norvado has not been prohibited from filing a certification in the Robocall Mitigation Database.

Norvado does not have a history of enforcement actions for illegal robocalls, TCPA or TSR violations, or related state law violations.

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

III. 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 to confirm that we have an authenticated relationship with the customer. We use this authenticated information to determine whether the customer is subject to any enforcement actions that restrict the type of calling that they may do, for example, if they have been banned from initiating telemarketing calls.

We also validate, when possible, that the entity has a legitimate right to use its asserted calling numbers. We use this information to support the attestation level we assign to calls that we originate for that customer.

Our contractual provisions with customers prohibit them from initiating illegal robocalls. If we find a customer initiating suspicious robocalls, we warn them to stop. If such traffic continues, then we terminate their service.

IV. 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.

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

We require that upstream providers have a reasonable robocall mitigation plan, including a vetting process for their customers and upstream providers, and use call analytics to identify suspicious traffic.

We establish an understanding of the upstream provider's role in the call path for the traffic they will send to us, for example, whether they are acting as an originating voice service provider, a foreign intermediate provider, or a U.S.-based intermediate provider. We use this information to understand whether we will be obligated to authenticate unsigned traffic that we receive from them.

Our contractual provisions with upstream providers prohibit them from sending us illegal robocalls. 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.

V. 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.

VI. Robocall Mitigation Program

We use call analytics software provided by TransNexus to monitor all outbound voice traffic in real-time to prevent the origination of illegal robocalls.

The software provides detailed reporting to identify suspected illegal robocalls. The system alerts us if we process outbound calls where the calling number has a poor reputation or is invalid, unallocated, or on a Do Not Originate list.

We perform the same mitigation steps for all outbound calls.

We immediately 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.

VII. STIR/SHAKEN

We have registered with the STI-PA using OCN 0860. We have our own STIR/SHAKEN certificate issued by the TransNexus Certification Authority (STI-CA) that we use when authenticating calls we originate. We have implemented a STIR/SHAKEN solution supplied by TransNexus.

We are exempt from STIR/SHAKEN implementation requirements for some calls because these calls rely on non-IP technology - 47 CFR 64.6304(d).

VIII. Company Information

Company Name	Relationship to Filing Entity	Type of Company	% Owned by Filing Entity	Management of Entity
Chequamegon Communications Cooperative	Filer & Parent Company of Norvado, Inc.	ILEC	Filing Entity	Officers: Cooperative Board of Directors Chad Young, CEO Rob Lombard, COO Gene Carlson, CFO
Norvado, Inc.	Filer & Subsidiary	CLEC – Authority to Provide Competitive Local Exchange Telecom Services ETC - Eligible Telecom Carrier	100%	Officers: Cooperative Board of Directors Chad Young, CEO Rob Lombard, COO Gene Carlson, CFO
Price County Information Systems, Inc.	Filer & Subsidiary	CLEC – Authority to Provide Competitive Local Exchange Telecom Services ETC - Eligible Telecom Carrier	100%	Officers: Cooperative Board of Directors Chad Young, CEO Rob Lombard, COO Gene Carlson, CFO
Price County Telephone Company	Filer & Subsidiary	ILEC	100%	Officers: Cooperative Board of Directors Chad Young, CEO Rob Lombard, COO Gene Carlson, CFO