



Robocall Mitigation Plan

Southern Communications Services, Inc. dba Southern Linc

Southern Communications Services, Inc. dba Southern Linc is a wholly owned subsidiary of the Southern Company and provides wireless services in Alabama, Georgia, and Southern Mississippi. Southern Linc's affiliates include the electric operating companies of Alabama Power, Georgia Power, Mississippi Power, Power Secure, Southern Nuclear, and the gas companies of Southern Company Gas. Below are the strategies and systems used to prevent robocalls within Southern Linc's network. All calls made on Southern Linc's network are in Internet Protocol (IP) format and subject to STIR/SHAKEN requirements.

Caller ID Authentication Implementation:

Southern Linc has fully implemented STIR/SHAKEN on its LTE network and works with its third-party providers (Interop and Ribbon) to identify and block illegal robocalls as a voice originating service provider.

Know Your Customers:

Southern Linc requires all customers to complete a service application in which Southern Linc verifies the information provided by the customer.

- As part of the application, customers must accept Southern Linc's acceptable use policy which prohibits improper usage of the system and permits Southern Linc to monitor a customer's compliance.
- If deemed inappropriate, Southern Linc has the right to deem the customer in breach of their customer agreement and terminate the customer's contract.

Network Monitoring:

Southern Linc uses multiple third-party vendors (Interop and Ribbon) to monitor and identify any illegal robocalls. Additionally, Southern Linc uses vendors' analytics tools to identify calls that may be legal but have characteristics of likely robocalls.

Know Your Upstream Provider:

Southern Linc requires all upstream providers to be registered in the Commission's Robocall Mitigation Database and relies on its third-party providers to authenticate that incoming traffic is received from an approved upstream provider.

Traceback Requests:

Southern Linc is committed to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers originating on Southern Linc's network.

Cooperation with State and Federal Regulators and Industry Coordination:

Southern Linc is committed to cooperation with all state and federal regulators to prevent robocalls and is committed to implementing all mandated robocall mitigation measures.

Southern Linc employees regularly engage in industry coordination through standards bodies and industry trade organizations including CTIA and CCA.