



## STIR/SHAKEN IMPLEMENTATION & ROBOCALL MITIGATION PLAN (RMP)

Pursuant to 47 C.F.R. § 64.6305, **Bristol Tennessee Essential Services** (“BTES”) submits this report on its implementation of the STIR/SHAKEN call authentication framework and its plan to prevent and mitigate illegal robocalls. This report describes the status of its implementation of STIR/SHAKEN and the practices and procedures **BTES** has in place to mitigate illegal robocalls as of June 30, 2021. **BTES** may modify, add, delete or otherwise alter any of the policies and procedures described in the plan at any time in order to respond to changes in its business, its capabilities and its needs.

### STIR/SHAKEN Implementation

**BTES** will comply fully with all conditions set forth in the FCC’S 2020 Report and Order mandating the implementation of the STIR/SHAKEN framework, as well as with the Commission’s rules and policies more generally.

OCN - 895D

**STIR/SHAKEN Extension** - Bristol Tennessee Essential Services is eligible for and is taking the STIR/SHAKEN implementation extension received under 47 CFR §64.6304 because we have fewer than 100,000 voice subscriber lines. **BTES** expects to implement this solution in the IP portions of its network when **BTES** can obtain SIP trunks from our provider.

### Robocall Mitigation Plan

This Robocall Mitigation Plan describes the specific measures that **BTES** has implemented to detect and prevent illegal robocalls on its network as of June 30, 2021. **BTES** will periodically evaluate the risks it faces, the effectiveness of its policies and procedures, and its capabilities to support the measures described. Should **BTES** determine that changes are appropriate, its practices may differ from those described below.

**Risk Assessment.** **BTES** is a voice service provider offering a variety of voice calling services. Its customers generally do not originate high volume calls and **BTES** has not received information suggesting that robocalls are originated on its network. **BTES** has not been under any regulatory investigation. Therefore, **BTES** does not consider its network at high risk of originating illegal robocalls.

### SPECIFIC MEASURES TO IDENTIFY AND PREVENT ILLEGAL ROBOCALLS

**Customer Due Diligence:** **BTES** conducts due diligence on new and renewing customers, confirming the customer’s identity and, if it is a business, it’s TIN (Taxpayer Identification Number), W9 Form, or the SSN of the business owner.

- **BTES** verifies the customer's service address for all customers.
- **BTES** verifies customer's credit history and business reputation prior to providing service.
- **BTES** verifies customer information when contracts are renewed or services are added.
- **BTES** verifies the customer's identity and their right to use the telephone number presented on calls.
- **BTES** has the policies that define the circumstances by which it will deny, suspend or terminate service to a customer.

### **Measures to Prevent or Avoid the Origination of Illegal Robocalls**

- **BTES** has in place an enforceable terms of use and/or an acceptable use policy. **BTES** also has in place policies designed to detect and prevent fraudulent traffic on its network.
- **BTES** uses TNS Call Guardian analytics technologies and services to monitor traffic on its network and identify potentially unlawful call origination activity. If **BTES** has a reasonable basis to believe that a customer is originating illegal robocalls, it will require the customer to remedy the problem and, if effective action is not taken, **BTES** suspend and/or terminate service to the customer.
- **BTES** blocks the following types of calls by default:
  - ☒ Calls originating from invalid numbers per FCC Order **[2017 Call Blocking Order]**
  - ☒ Calls from DNO numbers as per FCC Order **[2017 Call Blocking Order]**
- **BTES** also blocks calls scored as a -4 (worst reputation/category) by the TNS Universal Call Blocking feature.

### **Responding to Traceback Requests**

- **BTES** has designated an individual as a dedicated point of contact for addressing traceback requests, and a backup person to that individual. It either has provided the ITG with the contact information and business hours for those individuals, or will do so upon receipt of the first request from the ITG. See <https://www.ustelecom.org/the-industry-traceback-group-itg/for-providers/>

- **BTES** will respond promptly to inquiries received from the Industry Traceback Group. If a pattern of questionable activity is detected, **BTES** will require its customer to remedy the problem and, if effective action is not taken, service to the customer may be suspended and/or terminated.

#### **Cooperation with State and Federal Regulators**

**BTES** will cooperate with state and federal regulators to prevent any and all illegal robocalls. Specifically, **BTES** will:

- Respond to valid law enforcement requests;
- Provide relevant non-proprietary information in response to reasonable and legitimate requests about illegal robocalls and suspicious activities; and
- Implement mandated robocall mitigation procedures to the fullest extent possible with the goal of maximizing the mitigation of illegal robocalls.

**BTES** has made great strides to protect our networks and consumers from harmful calls. **BTES** is pleased to play a role in that improvement and will continue the necessary work to protect our customers.

Sincerely,  
**Michael Parker**

**Network Supervisor**

**Bristol Tennessee Essential Services**