



Crossville Communications
Linking Your World

ROBOCALL MITIGATION PLAN DESCRIPTION FOR CROSSVILLE TELEPHONE COMPANY

STIR/SHAKEN Extensions:

Crossville Telephone Company has received the following extension of the STIR/SHAKEN implementation deadline under §64.6304 of the FCC's rules; the non-IP networks extension (§64.6304(d)). Crossville Telephone Company's affiliate long distance provider, Crosslink Long Distance has traffic over SIP trunks with Sinch. All Crosslink Long Distance traffic is Stir/Shaken compliant and fully authenticated. Crossville Telephone Company has TDM trunks to our local tandem provider and calls over that portion of our network are subject to the Robocall Mitigation Program measures described below.

Trace Back Requests:

Crossville Telephone Company commits to cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal Robocallers that are discovered using our service to originate calls, within 24 hours.

Robocall Mitigation Measures:

1. Crossville Telephone Company has worked with our affiliate long distance vendor to upgrade portions of the network to generate originating calls over SIP trunks. With these trunks, the originating calls can be monitored for excessive call volumes and measures are in place with our toll provider to screen for illegal robocalls generated by our long-distance customers. This traffic is fully certified and authenticated under Stir/Shaken guidelines.
2. Crossville Telephone Company has implemented SIP trunks for our FGD originating traffic to an Inteliquent access tandem. All the FGD originating traffic provided by the company over this new tandem SIP trunk connection is fully certified and authenticated under Stir/Shaken guidelines.
3. Crossville Telephone Company works with our billing vendor to monitor originating call volumes from our customer base. Originating call records are summarized and compared

to previous volumes to check for large increases in call volumes that appear unreasonable. If such volume changes are discovered, the company will investigate the change and take appropriate action with the customer.

4. Crossville Telephone Company has implemented Call Termination Manager software to prevent inbound Robocalls to our customers. This software gives our customer the ability to allow or block specific terminating calls. In addition, any spoofed numbers for our NPA/NXX are automatically blocked.

Status of CROSSVILLE TELEPHONE COMPANY STIR/SHAKEN Implementation:

As of February 15, 2024, the TDM portion of the voice traffic that originates or terminates on the network of Crossville Telephone Company is not authenticated or verified with STIR/SHAKEN. Our affiliate long distance traffic that originates from our network is fully authenticated or verified with STIR/SHAKEN. Crossville Telephone Company has received a non-IP network extension under §64.6304(d) of the FCC's rules, which provides the company with a continuing extension of the STIR/SHAKEN implementation deadline for those portions of its network that cannot initiate, maintain, and terminate SIP calls. Crossville Telephone Company will implement a call authentication protocol for voice calls delivered over the non-IP portions of its network that do not use SIP technology when such a protocol is fully developed and finalized by industry standards and the necessary equipment and software is available on the commercial market.

Crossville Telephone Company has the following affiliates:

Crossville Consolidated Communications, Inc.
Crosslink Long Distance, Inc.
Crosslink Wireless, Inc.

Crossville Telephone Company has the call chain role of being a voice service provider with a STIR/SHAKEN implementation obligation serving end users.

Crossville Telephone Company Primary Contact Robocall related issues:

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