



Robocall Mitigation Plan for Cable One, Inc. d/b/a Sparklight

(last updated February 24, 2026)

The Federal Communications Commission (“FCC”) has directed certain providers to upload a Robocall Mitigation Plan to the Robocall Mitigation Database portal that describes the specific reasonable steps the provider has taken to avoid, as applicable, the origination, carrying, or processing of illegal robocall traffic as part of its robocall mitigation plan. Specifically, the FCC requires the following to be included in robocall mitigation plans: (1) voice service providers must describe how they are meeting their existing obligation to take affirmative, effective measures to prevent new and renewing customers from originating illegal calls; (2) non-gateway intermediate providers and voice service providers must, like gateway providers, describe any “know-your-upstream provider” procedures in place designed to mitigate illegal robocalls; and (3) all providers must describe any call analytics systems they use to identify and block illegal traffic including whether they use a third-party vendor or vendors and the name of the vendor(s). This Robocall Mitigation Plan is being filed in accordance with the above-referenced requirements.

Entity Covered by this Filing

Cable One, Inc. d/b/a Sparklight (FRN: 0003474327) (“Sparklight”)

Sparklight offers cable/video, broadband Internet access, and interconnected Voice over Internet Protocol (“VoIP”) services in 21 states. Sparklight relies on a third-party telecommunications carrier for services and functions related to the public switched telephone network (“PSTN”), including providing access to 911/E911, obtaining telephone numbers for use by Sparklight’s customers, converting interconnected VoIP service calls into the appropriate format for PSTN transmission, establishing relationships with other telecommunications companies, maintaining necessary communications transmission facilities, and transmitting interconnected VoIP calls to and from the PSTN as needed.

As explained above, Sparklight has contracted with a third-party telecommunications carrier (Lumen) for all PSTN-related functions, including to obtain telephone numbers on Sparklight’s behalf. Sparklight does not have direct access to numbering resources. Sparklight has fully implemented STIR/SHAKEN in its network through its third party carrier Lumen. Originating calls on the IP-portion of its network are signed with Sparklight’s certificate.

Robocall Mitigation Plan

Sparklight has implemented specific measures to detect and prevent illegal robocalls on its network as of June 30, 2021. Sparklight will periodically evaluate the risks it faces, the effectiveness of its policies and procedures, and its capabilities to support the measures described.

Sparklight is a voice service provider offering interconnected VoIP services to business and residential customers. Its customers generally do not originate high volume calls and Sparklight has not received information suggesting that robocalls are originated by its customers. Therefore,

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Sparklight does not consider its network or its customers at high risk of originating illegal robocalls.

Customer Due Diligence: Sparklight has procedures in place to prevent new and renewing customers from using the Sparklight network to originate illegal robocalls. Sparklight thoroughly vets new residential and business customers by asking personally identifiable questions for additional security on each account before activating new service or making changes to existing services.

Measures to Prevent or Avoid the Origination of Illegal Robocalls: Sparklight takes the following measures to prevent or avoid the origination of illegal robocalls:

- Sparklight customers are subject to enforceable terms of use and an acceptable use policy for use of all Sparklight-provided services. These policies prohibit use of Sparklight services for any purpose other than the intended purpose, including use of the services for criminal activity or use in a manner inconsistent with applicable laws, rules, and regulations.
- Sparklight has implemented monitoring and reporting procedures designed to detect and prevent fraudulent traffic on its network.
- Sparklight's telecommunications carrier partner also has in place monitoring and reporting procedures designed to detect and prevent fraudulent traffic on its network. If the telecommunications carrier partner detects possible fraudulent activity from a Sparklight customer, Sparklight is notified immediately by its telecommunications carrier partner. Sparklight investigates all such notifications and takes appropriate action to stop the traffic if it is determined to be fraud.
- Sparklight has completed the "know-your-customer" screening process for its telecommunications carrier partner, and Sparklight is subject to provisions in its contracts with its telecommunications carrier partner that require Sparklight to take all necessary steps to prevent illegal robocalls on its network.
- If Sparklight 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, service to the customer may be suspended and/or terminated.

Responding to Traceback Requests and Cooperation with State and Federal Regulators

Sparklight commits to respond to traceback requests and to cooperate with investigating and stopping illegal robocalls as necessary. Sparklight will respond to traceback requests received from the Industry Traceback Group, the FCC, or law enforcement within 24 hours as required under FCC rules. Sparklight has designated the following as contacts for the Industry Traceback Group:

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Primary Contact:

Scott Adams
Voice Operations Manager
Cable One, Inc.
210 E. Earll Dr.
Phoenix, AZ 85012
Office Number: 573-468-1221
Scott.Adams@cableone.biz
Business Hours: M-F 8am-5pm Central Standard Time

Secondary Contacts:

Chris Davis
Manager of Voice Engineering
Cable One, Inc.
210 E. Earll Dr.
Phoenix, AZ 85012
Office Number: 843-686-1334
Chris.Davis@sparklight.biz
Business Hours: M-F 8am-5pm Eastern Standard Time

Sparklight – Phoenix Software Operations
Sparklight-PhoenixSoftwareOperations@cableone.biz
Business Hours: M-F 7am-4pm Mountain Standard Time

Sparklight also will cooperate with state and federal regulators to prevent, detect, and mitigate illegal robocalls as applicable. Specifically, Sparklight 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.

Principals, Affiliates, Subsidiaries, and Parent Companies

Sparklight is a publicly traded Delaware corporation. To Sparklight's knowledge, no entity or individual owns ten percent (10%) or more of Sparklight as of the date of this filing.

The following are the FCC-regulated subsidiaries of Sparklight:

- Cable One VoIP LLC d/b/a Sparklight
- Fidelity Telephone LLC d/b/a Sparklight
- Fidelity Cablevision, LLC d/b/a Sparklight
- CoBridge Communications LLC d/b/a Sparklight
- CoBridge Broadband, LLC d/b/a Sparklight
- Bluffton Telephone Company, LLC d/b/a Sparklight

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- Hargray Telephone Company, LLC d/b/a Sparklight
- Hargray, LLC d/b/a Sparklight
- ComSouth Telecommunications, LLC d/b/a Sparklight
- ComSouth Telenet, LLC d/b/a Sparklight
- Hargray of Alabama, LLC d/b/a Sparklight

Sparklight holds an approximately 57% interest in Clearwave Fiber LLC (“Clearwave”), a Delaware limited liability company that acts as a holding company. Clearwave holds 100% of the interests of Delta Communications, L.L.C. d/b/a Clearwave Communications (“Delta”), an Illinois limited liability company. Delta holds 100% of the interests of Hargray of Georgia, LLC, a South Carolina limited liability company, and Hargray of Florida LLC, a Georgia limited liability company.

Sparklight holds an approximately 45% of the interests in Mega Broadband Investments Holdings LLC, and 45% of the membership interests in Mega Broadband Blocker, LLC (Glass B Units) d/b/a Vyve Broadband (MBI).

Sparklight holds an approximately 22% interest in AMG Technology Holdings, LLC d/b/a Nextlink Broadband and Nextlink Internet, a Texas limited liability company.

Sparklight holds an approximately 10% equity interest in Point Broadband Holdings, LLC, a Delaware limited liability company.

Sparklight holds an approximately 10% equity interest in Visionary Broadband Holdings, LLC, a Delaware limited liability company.

As of February 16, 2026, the corporate officers of Sparklight are:

- James A Holanda, Chief Executive Officer
- Kenneth E. Johnson, Chief Operating Officer
- Todd M. Koetje, Chief Financial Officer
- Megan M. Detz, Chief People Officer
- Christopher J. Arntzen, Senior Vice President, General Counsel, and Secretary
- Edwin B. Butler, Senior Vice President
- Mark A. DeSimone, Senior Vice President
- Jarrod L. Head, Senior Vice President
- Anthony J. Mokry, Senior Vice President
- Quynh A. Tran, Vice President and Treasurer