

Agate Mutual Telephone Cooperative Association, Inc.
ROBOCALL MITIGATION PLAN

Agate Mutual Telephone Coop Association is a small service provider with fewer than 100,000 voice service subscriber lines. All calls are exchanged using non-IP technologies and therefore Agate Mutual Telephone Coop Association qualifies for the continuing extension in 47 C.F.R. § 64.6304(d).

Agate Mutual Telephone Coop Association has implemented the following Robocall Mitigation Plan to detect and prevent unlawful robocalls from originating on its network.

All calls that originate on Agate Mutual Telephone Coop Association 's TDM portion of the network are subject to the described robocall mitigation program.

Enforcement

If it is determined a Agate Mutual Telephone Coop Association customer is originating prohibited unlawful robocalls on our network, Agate Mutual Telephone Coop Association will either warn the customer to stop or terminate their service as allowed per Agate Mutual Telephone Coop Association 's policies that define the circumstances by which Agate Mutual Telephone Coop Association will suspend or terminate service to a customer.

Traceback

Agate Mutual Telephone Coop Association is committed to cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that we learn are using our service to originate calls. Agate Mutual Telephone Coop Association will respond to any traceback requests within 24 hours.

“Know your Customer”

Agate Mutual Telephone Coop Association has procedures in place to prevent new & renewing customers from using our network to originate illegal robocalls. Agate Mutual Telephone Coop Association 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.

Agate Mutual Telephone Coop Association is a small company with just over 100 customers. We know our customers very well and are able to monitor our switch daily look for patterns indicative of originating robocalling, using a combination of software solutions from MACC, IP buffer and Recom.

“Know your Upstream Provider”

Agate Mutual Telephone Cooperative Association only exchanges voice traffic with entities where it has a Interconnection Agreement in place, ensuring that traffic is coming from reputable entities.