

# **South Central Indiana Rural Electric Membership Corporation**

## **Robocall Mitigation Certification and Plan**

### **February 21, 2024**

#### **CERTIFICATION**

Pursuant to section 64.6305 of the Federal Communications Commission's ("Commission's") rules, South Central Indiana Rural Electric Membership Corporation LLC ("South Central Indiana Rural Electric Membership Corporation") submits this document addressing its implementation of the STIR/SHAKEN call authentication framework and its plan to prevent and mitigate illegal robocalls.

South Central Indiana Rural Electric Membership Corporation provides high speed broadband internet and VoIP phone service to business and residential customers and is considered a voice service provider under section 64.6305. Momentum Telecom, Inc. ("Momentum") is South Central Indiana Rural Electric Membership Corporation's underlying voice service provider. South Central Indiana Rural Electric Membership Corporation relies on procedures, policies, and safeguards implemented by Momentum to ensure that South Central Indiana Rural Electric Membership Corporation's residential and business customers are sufficiently protected against illegal robocall and spoofing activities.

South Central Indiana Rural Electric Membership Corporation has fully implemented the STIR/SHAKEN authentication framework as indicated in the Robocall Mitigation Database

All calls that originate on South Central Indiana Rural Electric Membership Corporation's network are subject to the Robocall Mitigation Program set forth below.

South Central Indiana Rural Electric Membership Corporation has not been prohibited from filing in the Robocall Mitigation Database by the Commission.

South Central Indiana Rural Electric Membership Corporation has never been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program.

#### **Traceback**

South Central Indiana Rural Electric Membership Corporation 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. South Central Indiana Rural Electric Membership Corporation will respond fully within 24 hours to all traceback requests from the Commission, law enforcement, and the Industry Traceback Group (ITG), and cooperate with such entities in investigating and stopping any robocallers that use its service to carry, process, or originate illegal robocalls.

#### **Identifying Information**

Primary address of the provider: 300 Morton Ave., Martinsville IN 46151

Other business names in use: [None]

All business names previously used: [None]

South Central Indiana Rural Electric Membership Corporation is not a foreign voice service provider.

Individual within company responsible for addressing robocall mitigation-related issues:

Gregg Hopsicker, VP of Distribution Services, 300 Morton Avenue, Martinsville IN 46151, 765-352-4726, greggh@sciremc.com.

## **ROBOCALL MITIGATION PLAN**

### **STIR/SHAKEN Implementation**

Momentum, South Central Indiana Rural Electric Membership Corporation's underlying voice service provider has fully implemented STIR/SHAKEN. Momentum authenticates South Central Indiana Rural Electric Membership Corporation's voice traffic using STIR/SHAKEN, providing A-level attestation for all of South Central Indiana Rural Electric Membership Corporation's calls.

### **Robocall Mitigation Program**

Use of Call Analytics to Identify and Block Unlawful Traffic. In addition to implementing STIR/SHAKEN on its network, Momentum has also implemented its own call analytics to identify unlawful traffic originated by its own retail customers and the end user customers of its wholesale customers, including South Central Indiana Rural Electric Membership Corporation. Momentum's call analytics can detect call patterns that indicate robocall activity, including, but not necessarily limited to, an unusually large number of calls from the same number, an excessive number of short duration calls, and calls that stop attempting to connect after a single ring. Momentum's call analytics also can detect where the calling number is invalid, unallocated, or on the ITG's Do Not Originate ("DNO") list. If Momentum's call analytics detect any of the above-described issues with the outbound traffic of a South Central Indiana Rural Electric Membership Corporation end user customer, Momentum alerts South Central Indiana Rural Electric Membership Corporation's contact representative and asks South Central Indiana Rural Electric Membership Corporation to investigate the issue and thereafter inform Momentum: (i) when the issue is resolved and (ii) what actions South Central Indiana Rural Electric Membership Corporation took in resolving the issue. Upon receipt of any alert from Momentum, South Central Indiana Rural Electric Membership Corporation conducts an immediate investigation to determine if the caller was attempting to originate unlawful robocalls. If confirmed, South Central Indiana Rural Electric Membership Corporation will take appropriate action in accordance with its Acceptable Use Policy which may include issuance of a warning to the customer, account suspension, or account termination.

Know-our-Customer. South Central Indiana Rural Electric Membership Corporation vets each customer upon application for service, entering new or renewal contracts, and/or provisioning network connectivity. South Central Indiana Rural Electric Membership Corporation confirms the identity of new or renewing business customers by collecting information concerning the company name and address, physical location of the business, contact information, and the customer's Federal Tax ID, where appropriate. With respect to residential customers, South Central Indiana Rural Electric Membership Corporation verifies customer name, address, physical service location, and contact information. South Central Indiana Rural Electric Membership Corporation may also utilize third-party agencies to gauge credit and/or fraud risk associated with a potential business or residential customer.

Description of Contractual Provisions. South Central Indiana Rural Electric Membership Corporation's Terms and Conditions, which must be acknowledged by all customers prior to service initiation, include a provision requiring customers to comply with all applicable laws in connection with the customer's use of

South Central Indiana Rural Electric Membership Corporation's services. Pursuant to the Terms and Conditions, in order to protect its network from any unlawful use, South Central Indiana Rural Electric Membership Corporation may take action, including suspension or termination of service. All customers must also agree to abide by South Central Indiana Rural Electric Membership Corporation's Acceptable Use Policy, which prohibits customers from engaging in any activity, whether illegal or not, that South Central Indiana Rural Electric Membership Corporation, in its sole discretion, determines to be harmful to its subscribers, operations, or networks. To the extent a customer is found to have violated its contractual obligations, South Central Indiana Rural Electric Membership Corporation will take action commensurate with the severity of the customer's offense, including, but not limited to, providing the customer with a warning, suspending or terminating the customer's service, and/or reporting the misconduct to the appropriate authorities.

Know-Your-Upstream Provider. South Central Indiana Rural Electric Membership Corporation's sole upstream Provider is Momentum which is registered in the Robocall Mitigation Database and has fully implemented the STIR/SHAKEN framework. South Central Indiana Rural Electric Membership Corporation relies on procedures and policies implemented by Momentum to mitigate illegal robocalls.

Momentum has confirmed it knows all of its upstream providers from which it directly receives traffic and has insight into its upstream providers' policies and procedures related to identifying and blocking unlawful robocall traffic through Momentum's review of these providers' robocall mitigation plans. Momentum also confirms that all upstream providers from which it receives traffic are listed in the FCC's Robocall Mitigation Database.

Cooperation with Traceback Group, Law Enforcement and Government Agencies. South Central Indiana Rural Electric Membership Corporation will respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and ITG, and will cooperate with such entities in investigating and stopping any robocallers that use its network to originate illegal robocalls.

South Central Indiana Rural Electric Membership Corporation's underlying voice services provider, Momentum, is also committed to responding fully and within 24 hours to all traceback requests made by ITG, law enforcement authorities, and government agencies to investigate and address suspected unlawful robocalls originated or passed to Momentum. South Central Indiana Rural Electric Membership Corporation has agreed to cooperate with Momentum in responding to ITG traceback requests, as detailed above.

South Central Indiana Rural Electric Membership Corporation and Momentum are committed to fully complying with the Commission's robocall blocking requirements and Momentum has confirmed that it will block all calls and provider traffic that: (1) are identified in any public notice or order released by the FCC; (2) are substantially similar to the types of traffic identified in any public notice or order released by the Commission; or (3) include a caller ID number or name that is on DNO list issued by ITG. Momentum also blocks the traffic of all foreign providers and gateway providers that have not registered in the Robocall Mitigation Database.

South Central Indiana Rural Electric Membership Corporation reserves the right to modify and/or supplement its Robocall Mitigation Plan to adapt to risks and to improve the overall effectiveness of its program.