

Churchill County Telephone

Robocall Mitigation Plan

Know our customer

Our best practices for vetting new residential and commercial customers is based on industry standard procedures by verifying CallerID, complying with NANP numbering guidelines and verifying personally identifiable information. Investigation of new customers to determine if high-volume origination services are requested. This may result in a modified contract to allow enforcement in the event these services are abused by new customers.

STIR/SHAKEN Extensions

We are a small, rural carrier with less than 100,000 subscribers and eligible for and taking the STIR/SHAKEN implementation extension under 47 CFR § 64.6304. We are at a point now where we have partial STIR/SHAKEN implementation. All our IP traffic is compliant.

Traceback

We are committed to cooperating with the Commission, law enforcement and the industry traceback consortium in investigating and stopping any robocalls that are illegally originating on our service. We are in the process of migrating to a Ribbon C15 switch and are discussing the available analytics platforms and services they offer. CC Communications commits to respond fully, within 24 hours, to all traceback requests from the FCC, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping illegal robocallers that use its service to originate, carry, or process illegal robocalls.



Know your upstream provider

As a small rural carrier, CC Communications manages the traffic from upstream providers and exercises due diligence before accepting traffic from an upstream provider. We have a primary upstream provider and have an excellent working relationship which includes monitoring our traffic and alerting us of potential abuse from illegal traffic.

Robocall Mitigation/Monitoring

We use the Taqua T7000 softswitch to monitor our outbound voice traffic call records and audit the reports in real time to prevent the origination of illegal robocalls. The software provides details which identify suspected robocalls which have originated on our service. Any identified originating illegal robocalls may result in a warning, a suspension or a termination of their service.