

Robocall Mitigation Plan

SOUTHERN TELECOMMUNICATIONS CO, LLC

Southern Telecommunications CO, LLC, with offices at 361 Edgewood Terrace Dr, Jackson, MS 39206 is a voice provider with STIR/SHAKEN implementation serving end users.

Southern Telecommunications has not been prohibited from filing a certification in the Robocall Mitigation Database and does not have a history of enforcement actions for illegal robocalls, TCPA or TSR violations or related state law violations.

Know Your Customer

Southern Telecommunications operates as a Business-to-Business focused Voice provider and has direct relationships with our customers. All new customers are reviewed and made aware of issues relating to RoboCalls and our Terms and Conditions prohibit this activity. Further, we reserve the right to block traffic that is detrimental to network quality and ultimately disconnect the user if issues are not remedied. Our customers reach our network via known trusted endpoints or via authenticated credentials. Further we follow many of the objectives described in the NANC Call Authentication Trust Anchor Working Group framework for the identification of retail customers.

Know Your Providers

Southern Telecommunications acquires or ports telephone number inventory with very select carriers and all are active and participating in the Robocall Mitigation database.

Call Analytics

Southern Telecommunications has implemented call analytics software ClearIP from TransNexus to monitor all outgoing call traffic. This includes reporting of invalid calling numbers, numbers with poor reputation, and High-risk calling numbers. Southern Telecommunications also reviews traffic patterns looking for large call volume or changes in calling patterns. These reports are reviewed by designated staff for further investigation, including real-time investigation, contacting the customer to discuss changes in traffic or appropriate use of the telephone network. If traffic is deemed to be in violation, and after sufficient notice period to remedy, Southern Telecommunications will take steps to mitigate the traffic in question by reducing call paths, suspension, or termination of service.

Traceback Commitment

Southern Telecommunications will cooperate with the traceback community including the FCC, Law Enforcement, and the Industry Traceback Group to investigate and stop illegal robocalls. Southern Telecommunications is committed to responding to inquiries within 24 hours to the reporting party to investigate any reports and determine the cause and source of the calls in question and provide a timely response to any reports received.

STIR/SHAKEN

Southern Telecommunications has registered with the STA-PA using OC 6233. We have our own STIR/SHAKEN certificate issued by the Transnexus Certification Authority (STI-CA) that we use when authenticating calls we originate. We have implemented a STIR/SHAKEN solution supplied by Transnexus.

Additional Information

Southern Telecommunications has the following OCN's 6233 and 862B.
Southern Telecommunications is not a foreign provider.