

Robocall Mitigation Program

Steelville Telephone Exchange, Inc.
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Steelville Telephone Exchange, Inc. (STE), is a small service provider serving fewer than 100,000 voice subscriber lines and therefore qualified for an extension of the STIR/SHAKEN requirement under 47 C.F.R. Section 64.6304(a)(2). STE has implemented partial STIR/SHAKEN protocol on the voice service aspects of its network. All Voice traffic that originates on all IP and non-IP segments of our network continues to be subject to the robocall mitigation program described below.

Robocall Mitigation Plan

SLD is committed to respond to all traceback requests within 24 hours from the FCC, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocalls that use its service to originate calls on a timely basis.

SLD/STE has procedures in place to prevent new and renewing customers from using its network to originate illegal robocalls. SLD/STE thoroughly vets new residential and business customers to the fullest extent possible to ensure that use of its numbering resources is valid and legal.

SLD/STE has implemented a “know your upstream provider” process that includes exercising due diligence prior to accepting traffic from such providers. This process includes, but is not limited to, collecting information from upstream providers such as physical business location, contact person(s), state or country of incorporation, federal tax ID (if applicable), and the nature of the upstream provider’s business. If and when necessary, STE will take additional steps, such as adopting contract terms and conditions that allow termination of the traffic exchange in the event the upstream provider attempts to use STE’s network to carry or process a high volume of illegal traffic.

SLD encourage its customers to use the Do Not Call Registry and to educate them about robocalling and how to avoid scams and fraud.

SLD/STE has an enforceable terms of use policy in place and will enforce the terms to prohibit use of telephone numbers for illegal purposes by disconnecting customer's services and reporting the telephone numbers to the appropriate agencies.

SLD/STE has established a single Point of Contact for our robocall mitigation efforts. Please visit our website www.goste.net/robocall to notify us of a potential robocall originated from our network.

STE implemented Call Guardian with MetaSwitch and TNS; it provides an end-to-end call authentication solution that fully satisfies the STIR/SHAKEN requirements.

