

Meeker Cooperative Light & Power Association Robocall Mitigation Compliance with TRACED Act

Meeker Cooperative Light & Power (DBA Meeker Energy) was established in 1935 to bring reliable electric service to rural communities. As a member-owned electric cooperative, Meeker Energy is committed to providing safe, dependable, and affordable electricity while supporting the communities it serves.

In 2019, the cooperative expanded its services under the name Vibrant Broadband to include high-speed internet and phone, enhancing connectivity for homes and businesses and further advancing its mission to meet the evolving needs of its members.

Meeker Cooperative Light & Power Association (the “Company”) is committed to cooperating with the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that it learns are using our service to originate calls or transit calls into the United States and territories.

The Company is a voice provider without a STIR/SHAKEN obligation.

The Company has no facilities or switches of its own and relies on upstream providers for proper call attestation.

NETWORK MONITORING AND CALL BLOCKING

The Company will rely on its underlying carrier partners to give notice if robocalls are detected. The Company will work with its underlying service providers to block calls originating from its customers if necessary due to fraudulent activity. The Company will issue a request to the underlying carrier to block illegal calls.

TRACEBACK AND INQUIRY

The Company commits to fully responding within 24 hours to all traceback requests from the ITG, the TPTG, the FCC, and law enforcement. The Company shall cooperate with these groups to investigate and stop any illegal robocallers from using Company’s service to carry or process illegal calls. When notified by the FCC’s Enforcement Bureau, Company shall block and report identified illegal traffic, and any substantially similar traffic, on an ongoing basis (unless Company’s investigation determines that the traffic is not illegal) when Company receives actual written notice of such traffic from the Enforcement Bureau. If Company determines that the identified traffic is not illegal, Company shall provide the Enforcement Bureau with an explanation as to why Company reasonably concluded that the identified traffic is not illegal, and what steps it took to reach that conclusion.

The Company utilizes a combination of internal tools and third-party solutions to check for Do Not Originate (DNO) numbers. In addition, the Company utilizes a combination of internal tools and third-party solutions to detect invalid phone number formats, area codes and unassigned number blocks. The Company also utilizes data analytics to detect and investigate irregular and unexpected calling patterns, originating number use against customer profiles.

KNOW YOUR CUSTOMER

The Company uses data systems for analytics and reviews to identify illegal robocalling in addition to a Know Your Customer (KYC) requirement to access the Company's networks. The process includes:

- Monitoring the network to identify suspicious traffic patterns.
- Limiting customers' capacity via call per second and/or concurrent session limits.
- Regularly checking call patterns for possible abusive traffic.
- All new customers are verified with a combination of electronic and manual verification systems, credit reviews, references from trusted industry members, and previous experiences with customer executives and employees. The Company severely limits the capabilities of new accounts until these appropriate processes are complete.

UPSTREAM PROVIDERS

Meeker Cooperative Light & Power Association has two upstream providers from which it receives voice traffic:

Momentum Telecom, Inc
1 Concourse Parkway, NE Suite 600
Atlanta Georgia 30328
Phone: 877-440-1989
Email: tracebackcompliance@momentumtelecom.com

Consolidated Telecommunications Company (CTC)
143 85 Edgewood Dr.
Baxter, MN 56425
Phone: 800-753-9104
Email: egibson@gocctc.com

COMPANY DECLARATION

The Company reserves the right to refuse traffic from any party at any time where robocalling or use of originating numbers that are not valid or they are not authorized to use has occurred or is suspected. The Company is able to block the originating number(s), terminating numbers(s), trunk(s) or customer, including termination of customer relationship to prevent robocalling, invalid originating number or spoofed origination number transiting the Company's networks.