

Public Service Communications, Inc.

5824 Plaque Court

New Orleans, LA. 70123

888-358-8880

Robocall Mitigation Plan

Public Service Communications, Inc. (PSC) is a reseller of domestic voice service and does not have the ability to implement STIR/SHAKEN. All numbers pass through our carriers, Bandwidth and AT&T, and have complete STIR/SHAKEN deployments, as well as robocall mitigation programs and policies. This document describes the additional steps PSC is taking to meet the revised Robocall Mitigation Database filing requirements and related rules adopted in the Federal Communications Commission's ("FCC") Sixth Caller ID Authentication Report and Order, WC Docket No. 17-97, Sixth Report and Order and Further Notice of Proposed Rulemaking, FCC 23-18 (rel. Mar. 17, 2023).

The order requires, among other things, that a robocall mitigation plan must outline reasonable steps taken to reduce illegal robocalls. It is the policy of this PSC to comply with all laws of the United States, applicable state statutes, and rules and requirements of the FCC. PSC's prior certification has not been removed by Commission action for unlawful robocalling or spoofing. PSC is not prohibited from filing in the Robocall Mitigation Database.

Detailed "know your customer" information is collected before service activation such as Business Name, Contact Name, Federal Tax ID, Physical and mailing addresses, Contact telephone numbers, Principals and Officers, Business Licenses & Registration. Additional validation measures are taken to verify customer legitimacy prior to entering into a Service Agreement. 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. PSC limits the capabilities of new accounts until these appropriate processes are complete

PSC only interconnects with US based entities with active 499 filer IDs, certified on the Robocall Mitigation Database and who have been registered with the FCC for longer than six months.

When PSC makes a verified determination of an illegal robocall originating from the PSC's network, the following actions will be initiated:

- PSC personnel will review the call information to determine whether the call is from PSC's network or one of its affiliates. If the call is from an entity other than PSC, the notice will be forwarded to that entity for review and action or response.
- PSC may also initiate or cooperate in a traceback investigation to verify that the originating customer owns or is authorized to use a Caller ID number. The process includes the collection and review of

entity-identifying information to confirm an authenticated relationship with the customer. PSC will use this information to determine whether the customer is subject to any enforcement actions that restrict the type of calls.

-If PSC finds a customer initiating suspicious robocalls, a warning will be issued. PSC reserves the right to terminate customer's service if suspicious activity continues.

PSC commits to respond within 24 hours to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use service to originate, carry or process illegal robocalls. In addition to the above actions, PSC may also initiate or cooperate in a traceback investigation to verify that the originating customer owns or is authorized to use a Caller ID number.

PSC will submit any necessary updates because of changes to the Company certification, identification information, or contact information to the Commission within 10 business days of the change.

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