

CITY OF WYANDOTTE DEPT. OF MUNICIPAL SERVICE

-ROBOCALL MITIGATION PLAN

CITY OF WYANDOTTE DEPT. OF MUNICIPAL SERVICE

CITY OF WYANDOTTE DEPT. OF MUNICIPAL SERVICE is a municipality and is a registered carrier with the FCC.

The City holds the FRN/CORES ID Number: 0009719931 and also holds 499 Filer ID Number: 827349.

The City is a municipality and has providing unique telecommunications products and services to business customers and residential customers on a local basis.

CITY OF WYANDOTTE DEPT. OF MUNICIPAL SERVICE helps businesses and organizations nationwide leverage critical changes in telecommunication technology to increase productivity, reduce operating costs, and protect the bottom line. As a reseller with no facilities or switch the City resells the products and services of the companies referenced in the latter section of this document. And it is those carrier partners who provide the proper call Attestation to all CITY OF WYANDOTTE DEPT. OF MUNICIPAL SERVICE calls.

The key contact information for CITY OF WYANDOTTE DEPT. OF MUNICIPAL SERVICE leadership and designated Robocall Mitigation Contact is listed below.

The City primary place of business is:

3200 Biddle Ave Suite 200

Wyandotte, MI 48192

734-324-7190

General email address: talk2wms@wyandottemi.gov

Website: www.wyan.org

Leaders of the City are:

CEO:

Paul LaManes

3200 Biddle Ave Suite 200

Wyandotte, MI 48192

Direct Dial:734-324-7194

Email Address: plamanes@wyandottemi.gov

Designated RMD Contact:

Name: John Stammersky

3200 Biddle Ave Suite 200

Wyandotte, MI 48192

Direct Dial:734-324-7132

Email Address: headend@wyandottemi.gov

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MEASURES TO PREVENT ORIGATION OF ILLEGAL CALLS:

Know Your Customer:

The City has a rigorous KYC policy for the in order to support the Business Customers that it sells and resells services to. The City has an in-depth presales process where representatives of the City work with the prospect or customer to understand all the unique factors of the Customer's business. This objective of this is twofold: a. to get to know the customer; and b. to provide the best possible service to the customer by fully understanding all facets of their business.

The City performs a thorough credit check on each of its customers and verifies the following information: legal business name, legal form of business, federal tax ID, nature of the business, primary contact person, and service address.

Not only does the City have a rigorous intake and Onboarding process where it secures extensive information for Customers but all relationships between the City and customers are governed by an MSA which specifically states the business Customer is not able to resell any services which the City resells and the services which are sold to the Customer are strictly for the Customers own internal use.

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STIR/SHAKEN Implementation

City has no defined implementation related to STIR/SHAKEN and the parameters of call authentication framework. As a reseller with no switch the City is not able to implement SIR/SHAKEN in any manner. However the city is fully STIR/SHAKEN compliant as the city's underlying carrier assigns a level A Attestation on call calls which emanate from the city, the city's business customers and also residential customers. Since the City lacks control over the facilities and network infrastructure necessary to implement STIR/SHAKEN; since the City has no defined protocols in place.

Therefore, the City is excluded from the FCC's STIR/SHAKEN implementation obligation pursuant to paragraph 40 of the FCC's First Call Authentication Report and Order. Alternatively, the City relies on its underlying carrier partner(s), which own and maintain the network infrastructure, to implement and utilize STIR/SHAKEN authentication.

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In relationship to the initial, and subsequent FCC Orders concerning STIR/SHAKEN and the Robocall Mitigation Database (RMD), the City is without STIR/SHAKEN obligation.

NETWORK MONITORING AND CALL BLOCKING

The City will rely on its underlying carrier partners to give notice if robocalls are detected.

The City will work with its underlying service providers to block calls originating from its customers if necessary due to fraudulent activity. The City will issue a request to the underlying carrier to block illegal calls.

TRACEBACK AND INQUIRY & RESPONSE

The City commits to respond to all inquiries made by the FCC, law enforcement, the ITG and/or any other like or similar governing body within 24 hours of initial. The City is committed to combating robocalling and other nefarious acts and violators of the TCPA therefore the City shall always fully cooperate with these groups to investigate and stop any illegal activity and persons who try to commit such bad acts from using Company's service to carry or process illegal calls.

When notified by any agency, the ITG, any regulatory governing concern and/or the FCC's Enforcement Bureau, City immediately direct its underlying provider to 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).

If and when the City determines that the identified traffic is not illegal, City shall provide the Enforcement Bureau with an explanation as to why City reasonably concluded that the identified traffic is not illegal, and what steps it took to reach that conclusion.

UPSTREAM PROVIDERS AND CALL ASSIGNMENT

Through its one upstream provider the City resells and leverages the network of its underlying carriers. The City has no switch and does not provision its own traffic.

The City utilizes the full facilities of this carrier since it does not have their own switch. The City is not an Intermediate or gateway Provider, and it does not deal with any Foreign Service Providers.

The carrier upon which the City relies upon for Level A Attestation of all calls is listed below. Since the City does not carry its own traffic (or calling volume on its own network) the entities the City relies on for complete networks services are:

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Momentum Telecom
1 Concourse Parkway
NE Suite 600
Atlanta GA 30328
Email: noc@momentumtelecom.com
Phone: 877-440-1989

The City notifies its underlying carriers 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.

CITY DECLARATION

The City certifies that it has never been under investigation or committed any violations within the last two years with any local, state, or Federal agency or equivalent related to telemarketing or robocalling. Additionally, the City is not currently subject to a formal action or investigation due to suspected unlawful robocalling or spoofing.

If when and as the City business may change designated City representatives only will update this RMP as appropriate.