

Robocall Mitigation Plan

INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM is a small voice service provider (VSP) dedicated to stopping illegal calls from originating in our network and monitoring the calls coming into our network. The FCC requires that, by June 30, 2021, all VSPs certify in the Robocall Mitigation Database that they have (1) fully implemented STIR/SHAKEN across its entire network, (2) implemented STIR/SHAKEN on a portion of its network and that the remained of the calls are subject to a Robocall Mitigation Plan (RMP), or (3) have not implemented STIR/SHAKEN but subject all calls to an RMP to ensure that the network is not originating illegal robocalls.

The FCC requires that VSPs develop an RMP that:

- Lists the specific, reasonable steps the VSP has taken to avoid originating illegal robocall traffic
- States a commitment to respond fully and in a timely manner to all traceback requests from the FCC, law enforcement, and the industry traceback consortium
- To cooperate with entities investigating and stopping any illegal robocallers that use its services to originate calls

INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM purchases origination, termination, and hosted-switch access from Atheral LLC (FRN 0028070290) who provides crucial elements of our RMP as part of their interconnected white-label VoIP wholesale services to **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM**.

STIR/SHAKEN Extension

INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM is a total reseller of voice services provided by Atheral LLC (RMD0003240) and does not have the capability to implement STIR/SHAKEN. All the voice traffic that originates on our network is subject to the robocall mitigation program described below.

Know Your Customer

We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>). *It is a good idea to read these recommendations and provide specifics on what you do.*

International Subscribers

INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM does not sell origination or termination services to subscribers outside of the United States.

Acceptable Use Policy

INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM maintains an Acceptable Use Policy ("AUP") that subscribers must sign before being permitted to use **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM**'s broadband or voice services. All calls originated on the **Inventive Wireless of Nebraska, dba Vistabeam** network are subject to inspection and investigation if a call is suspected of being fraudulent, abusive, or illegal. Calls meeting any of these criteria will be blocked. If these conditions are repeated, becoming excessive, the subscriber may be disconnected from **Inventive Wireless of Nebraska, dba Vistabeam's** network, may be subject to further investigation by the FCC for enforcement of the TRACED Act and the subscriber may be subject to fines and penalties imposed by the FCC or the jurisdictional court.

Traceback Requests

INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM is committed to respond in a complete and timely manner to all traceback requests from the Federal Communications Commission, law enforcement, state attorneys general, Atheral LLC, and the industry traceback consortium. Furthermore, **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM** is committed to cooperating with such entities in investigating and stopping any illegal robocallers that use **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM** service to originate calls. Subscribers are required to

comply with traceback requests via our AUP. Traceback requests can be sent to rtnetops@vistabeam.com for immediate processing by **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM**.

Telephone Number Validation

If a subscriber wishes to use a telephone number (TN) as a caller identity and that TN is not directly managed by **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM** or our wholesale partner Atheral LLC, then TN validation is necessary by requiring the subscriber to provide a valid letter of authorization that they are an authorized user of such TN. Should the subscriber provide sufficient documentation to **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM** of authorization to use a TN, documentation will be provided to Atheral LLC so that they can attest calls originated with these TNs.

Investigation of High-Volume Network Traffic, Suspicious Calls, and Calling Patterns

Our wholesale VoIP provider, Atheral LLC uses TransNexus's ClearIP solution to monitor our origination voice traffic in real time to prevent the origination of illegal robocalls. The software provides detailed reporting identifying suspected illegal robocalls and alerts Atheral LLC if we originate any calls where the calling number is invalid, unallocated, on a Do Not Originate list, in the FCC consumer complaint database or has a poor reputation. Atheral will immediately ask **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM** to investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If **INVENTIVE WIRELESS OF NEBRASKA DBA VISTABEAM** or Atheral LLC determine that the caller was attempting to originate unlawful robocalls, then we either warn them to stop or terminate their service as based on our AUP.

Examples of calling patterns monitored

- Higher than expected cost generated by calls from a subscriber
- Targeted pumping of repeated calls to a specific called number within a 15-minute period
- Fast traffic pumping of repeated calls to a specific called geographic location within a 5-minute period
- Slow traffic pumping of repeated calls to a specific called geographic location within a 60-minute period
- Theft of service traffic pumping of repeated calls to high-cost geographic location within a 60-minute period
- Recent call volumes (last 60 min) vs weekly trends
- Number of unique destination numbers in a 60-minute time frame
- Irregularities in Short Call Duration (SDC) and Average Call Duration (ACD) distribution
- Anomalies in Answer-Seizure Ratio (ASR)
- Robocalling triggers monitoring for a high-volume of outbound calls or excessive incoming calls from the same calling number
- Wangiri trigger monitoring for origination calls to high termination rate destinations with short duration (to trigger end-users to call back) for all calls over a 5-minute duration
- Analysis of recent and past Call Detail Records (CDRs) to benchmark against expected trends

STIR/SHAKEN Implementation Timeline

Atheral LLC (RMD0003240) fully implemented STIR/SHAKEN and filed their completion notice with the FCC on 1/10/2023. For additional detail on their implementation, please contact them at: robocall@atheral.com, or 704-470-2770, ext. 1001.