



August 11th, 2021

Federal Communications Commission
45 L Street NE
Washington, DC 20554

Re: Certification and Robocall Mitigation Plan for Hay Communications Cooperative Ltd.

- i. Hay Communications does not knowingly engage with customers whose business involves originating Robocall traffic.
- ii. Hay Communications takes the issue of robocalling and the protection of customers from unwanted and illegitimate callers seriously. We are in the process of implementing STIR/SHAKEN for Internet Protocol (IP) based voice calls and are committed to full implementation by the established November 2021 deadline in accordance with the requirements of the Canadian Radio-television Telecommunication Commission ("CRTC").
- iii. As a standard policy, all calls from our customer's equipment will be signaled with a valid 10-digit NANPA-compliant calling number which is provisioned by us for that customer. Should a customer try to place an outbound call with an unknown number not assigned by Hay Communications, we overwrite the outbound number with the customers main DID.
- iv. Further to the above, Hay Communications also makes available to our customers services designed to help mitigate robocalling such as caller ID and our 'Manage My Calls' application which provides the following functions.
 - allows you to "CHALLENGE" Unknown and Private Numbers before allowing them to ring through.
 - bypass challenges by auto learning legitimate numbers for convenience
 - allows manually Blocking or Allowing specific numbers.
 - includes a "Do Not Disturb" feature

Kevin Gingerich

Plant Manager – Hay Communications Cooperative Ltd.