

HBE Internet - Robocall Mitigation Plan

INTRODUCTION

HBE Internet is strongly committed to preventing robocalls. HBE Internet has fully implemented STIR/SHAKEN and will respond to all traceback requests from the Federal Communications Commission, law enforcement and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocalls from using its services to original calls. All voice traffic that originates on our network is subject to this robocall mitigation program and is fully STIR/SHAKEN.

MITIGATING ROBOCALL ORIGINATION

HBE Internet controls the configuration of inbound and outbound routes to prevent number spoofing and only provides VOIP phone equipment hardware to our end-users that cannot robocall. We provide no wholesale services to other voice service providers. HBE Internet's Terms of Use prohibit fraud, scam, spam, robocalls, telemarketing, and other similar activities as well as any use of auto-dialer, telemarketing devices, and other similar tools.

KNOW YOUR UPSTREAM PROVIDER

HBE Internet works with our upstream provider to verify that they are compliant with robocall mitigation requirements. HBE Internet confirms that our upstream provider has a certification in the Robocall Mitigation Database and that we will not accept voice traffic from an unregistered provider. We are not currently an international voice services provider.

HBE Internet has one upstream provider from which we receive and send voice traffic:

VoIP Innovations, LLC
One Penn Center West
Pittsburgh, PA 15276
Phone: 866-509-5040
Email: support@voipinnovations.com

KNOW YOUR CUSTOMER

HBE Internet screens all our end-users and has in-depth knowledge of their phone system setup and utilization to prevent unauthorized use. This always involves onsite installation and conversations between someone at HBE Internet and our end-users for all our accounts. In this way, we verify our end-users are who they say they are. Our terms of service prohibit its use for fraudulent activity and prohibit any resale of our services. Any customer who is determined to have violated the terms of service will have their account terminated.

CALL ANALYTICS SYSTEMS

HBE Internet monitors call volume across its network and examines patterns that may be associated with fraud or robocall usage. HBE Internet uses analytic tools to identify and block illegal traffic. Our analytics system monitors accounts for large number of short calls, CC (Concurrent Calls), CPS (Calls Per Second), CPM (Calls Per Minute), CPD (Calls Per Day) metrics and will enforce and terminate any customers using our service and violating robocall rules.

AFFILIATES

HBE Internet is a DBA of Professional Satellite Services, Inc. of Berryville, Arkansas. We have used HBE Internet as our brand name for over 20 years, and the address and correspondence for both entities is the same.

CALL MONITORING

All outgoing calls in our network are traceable to the originating customer for at least 1 year.

TRACEBACKS

HBE Internet is fully committed to complying with law enforcement requests, traceback requests, and other similar lawful requests. We participate in and act on reports from industry partners. Violations are reviewed and responded to within 24 hours.

Any questions, traceback request or concerns regarding this plan, please contact:

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