



Robocall and Spoofed Calls Mitigation Plan

Live Wire Networks, Inc
OCN: 3044

05-23-2024 - Update

Background

Live Wire Networks(LWN) is a facilities based phone provider based in Denver Colorado. LWN provides Interconnected and Non-Interconnected VOIP service to businesses and homes in the local Denver calling area. The company has an interconnect agreement with Lumen Technologies (formerly CenturyLink) and uses LIS/Local Interconnect Service trunks for the majority of the interconnection to the Public Switch Telephone Network. LWN also utilizes VOIP termination for some Inter-LATA, Intra-LATA, and toll free long distance traffic.

Fraudulent & Spoofed Call Mitigation

1. LWN reserves the right to block or suspend call traffic from any end user for fraudulent robocalls
2. LWN locks the outbound Caller-ID information for all end users to a specific number and does not allow any alteration or omission of the correct Caller-ID information for outbound calls beyond a preset single number or a preset quantity of known numbers
3. LWN uses strict access control list settings for each SIP registration to assure that only LWN controlled end user devices can place calls over LWN systems
4. The majority of LWN end users are connected On-Net with private IP addresses. This enhances security of the SIP devices in that they are not directly exposed to public Internet scanners
5. LWN end user SIP devices are limited in receiving calls only from LWN servers
6. LWN restricts outbound call traffic to known International calling areas that attract fraudulent call traffic
7. In the event any bulk calling program does evade the above listed restrictions LWN employs call rate limiting Macros to automatically reduce bulk calling programs to a minimal amount until it can be blocked

Compliance & Response

In the event there is a Robocall incident within our network we will comply with all testing and reporting that is requested and make the necessary adjustments to eliminate any and all Robocall incidents within 24 hours.

LIVE WIRE NETWORKS, INC.

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