



LAN Network Connections, Inc.

Robocall Mitigation Plan

LAN Network Connections, Inc. (LNC) is dedicated to preventing and/or mitigating illegal calls originating from its network and monitoring calls coming into or traversing its network, in accordance with FCC regulations.

Know Your Customer

New Customers: LNC is engaged in a business-to-business model and all new customer opportunities are screened for appropriateness. Numbers are ported into VoIP Innovations who has a full STIR/SHAKEN deployment as well as their own robocall mitigation program and policies.

All Customers: All LNC customers have access to call screening and can block calls using Caller ID. All LNC customers use on-premises PBX hardware with full authentication and authorization mechanisms. PBX software is configured to disallow any phone calls that are not authenticated.

LNC reserves the right to terminate service to any Customer for AUP violations, including but not limited to unlawful Robocalls.

Traceback

LNC is committed to respond to all requests from CALEA, the Industry Traceback Consortium, and all law enforcement agencies who officially and properly subpoena customer records.

Stir/Shaken

All calls to be terminated outside of LNC's or LNC's customer's voice networks are passed to carriers with full STIR/SHAKEN implementations. LNC provides all necessary data for those carriers to offer attestation and traceability.

Our Commitments

LNC certifies that it will cooperate with all legal entities in investigating and stopping illegal robocalls traversing its or its customer's networks. LNC certifies voice traffic originating on its network is subject to this robocall mitigation program. LNC certifies that as part of its robocall mitigation efforts it is taking these specific reasonable steps to avoid originating illegal robocall traffic:

1. Disallow any capabilities which might misrepresent a caller's identity.
2. Automatic verification that all calls originate only from authorized sources.
3. External calls that specify a destination outside of the customer's organization are disallowed.
4. Regular auditing of call data to detect and investigate if there is unusually high call volume.



Network Connections

5. Real-time monitoring of PBX systems to detect unusually high simultaneous call activity.
6. Implemented company policy to not allow the bulk origination of calls from a computer-controlled system on any PBX that is managed by LNC.