

JEP Communications LLC - Robocall Mitigation Plan

JEP Communications LLC (FRN 0015327828) has implemented a Robocall Mitigation Program, as required by Section 4(b)(5)(C) of the TRACED Act, and 47 C.F.R. §64.6305, as documented below.

STIR/SHAKEN Extensions

As a small voice service provider serving fewer than 100,000 voice service subscribers and therefore eligible for, we take the STIR/SHAKEN implementation extension received under 47 CFR § 64.6304. All of the voice traffic we originate in our voice network is authenticated with STIR/SHAKEN via our underlying origination providers.

We only serve as a retail provider for direct customers who contract with Us. All voice traffic that originates on our network is subject to the robocall mitigation program described below.

Robocall Mitigation Program

We will use various methodologies and solutions to monitor our outgoing voice traffic to prevent the origination of illegal robocalls. We will block suspected numbers, suspicious traffic via different traffic monitoring alerts and CDR reports.

We will immediately investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If we determine that the caller was trying to initiate illegal robocalls, we will either warn them to stop, block the calling and/or terminate their service.

JEP Communications, LLC does not provide services to any other providers as any sort of a pass through. We do not knowingly engage with customers whose business involves originating Robocall traffic.

We take the issue of robocalling and the protection of customers from unwanted and illegitimate callers seriously.

We constantly monitor our system for any signs of abusive behavior, including but not limited to - volume of calls per customer, unusual call duration, unusual number of destinations.

Any abusive or TOS violating behavior is not tolerated and leads to the immediate termination of the related end user account.

We will respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and cooperate with such entities in investigating and stopping any illegal robocalls originated by our clients.