

HENDERSON MUNICIPAL POWER AND LIGHT

ROBOCALL MITIGATION PLAN

Henderson Municipal Power and Light (“HMP&L”) is a Kentucky municipal power company controlled by the City of Henderson, KY Utility Commission. HMP&L has no principals, parent company, affiliates, or subsidiaries. HMP&L is a provider of electricity and broadband Internet access serving its community. HMP&L also offers interconnected VoIP services to its subscribers on a resold basis. HMP&L’s wholesale VoIP provider is Momentum Telecom, Inc. (“Momentum”), a provider of wholesale and retail VoIP and other communications services across the United States.

While HMP&L necessarily relies on the robocall mitigation policies, procedures, and safeguards instituted by Momentum, HMP&L has also adopted this robocall mitigation plan to take its own measures to limit the potential for the origination of unlawful robocalls by its customers that would be carried and processed by Momentum and other downstream providers.

Know-Your-Customer Policies

Subscriber Vetting: HMP&L vets the identity of its customers when approving an application for telephone service. As part of this vetting process, HMP&L collects the customer’s legal name and address, physical location, contact information, and may require additional information to validate the customer. HMP&L’s services are provided to fixed locations using its own network and services for all new customers are installed on location by its personnel, so HMP&L knows the actual location of its customers. All of this information enables HMP&L to validate the identity of potential customers prior to provisioning of service. HMP&L will not provide service if a new customer’s identification cannot be verified.

Contractual Terms: HMP&L’s Fiber Service Agreement (“Service Agreement”) prohibits the use of HMP&L’s telephone service for any unlawful purpose, including the origination of unlawful robocalls. If HMP&L determines that a customer has used the service for an unlawful purpose, it may terminate service and forward relevant information, including customer’s identity, to the appropriate authorities for investigation and prosecution.

Use of Call Analytics to Identify and Block Unlawful Traffic

HMP&L relies on Momentum’s use of call analytics systems to identify and block unlawful robocall traffic as set forth in Momentum’s robocall mitigation plan on file with the FCC. Momentum reports that the call analytics it employs for HMP&L’s traffic can detect call patterns that indicate robocall activity, including, but not necessarily limited to, an unusual large number of calls from the same number, an excessive number of short duration calls, and calls that stop attempting to connect after a single ring, and calling numbers that are invalid, unallocated, or on the Industry Traceback Group’s Do Not Originate (“DNO”) list.

If HMP&L receives a report or alert from Momentum of suspected unlawful robocall traffic originated by an HMP&L end user customer, HMP&L will conduct an investigation. To the extent a customer is found to have violated HMP&L’s Service Agreement, HMP&L will take action commensurate with the severity of the customer’s offense, including, but not limited to, providing the customer with a warning or terminating the customer’s service.

Knowledge of Upstream Providers

HMP&L's upstream provider, Momentum, is a well-known, reputable wholesale service provider that is registered in the FCC's Robocall Mitigation Database. HMP&L does not itself have knowledge or insight into the upstream providers from which Momentum receives traffic but understands from Momentum's mitigation plan that Momentum's direct upstream connections are with service providers that similarly have represented to the FCC that they have policies and procedures to identify and block unlawful robocall traffic.

Cooperation with the Traceback Group, Law Enforcement and Government Agencies

HMP&L is committed to responding fully and within 24 hours to all traceback requests made by the Industry Traceback Group ("ITG"), law enforcement authorities, and government agencies to investigate and address suspected unlawful robocalls originated by HMP&L's customers.

HMP&L is also committed to cooperating with Momentum on traceback requests and to fully complying with the Commission's robocall blocking requirements. HMP&L understands that Momentum will block all calls and provider traffic that: (1) are identified in any public notice or order released by the FCC; (2) are substantially similar to the types of traffic identified in any public notice or order released by the Commission; or (3) include a caller ID number or name that is on DNO list issued by ITG.