



Robocall Mitigation Plan

Mainstream Fiber Network commits respond to all traceback requests from the Federal Communications Commission, law enforcement, and the registered traceback consortium, and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

Mainstream Fiber is a small voice service provider, serving fewer than 1,000 voice service subscriber lines.

- (1) Small voice service providers are exempt from the requirements of §64.6301 through June 30, 2023.
- (2) For purposes of this paragraph (a), "small voice service provider" means a provider that has 100,000 or fewer voice service subscriber lines (counting the total of all business and residential fixed subscriber lines and mobile phones and aggregated over all of the provider's affiliates).

We are a small voice service provider serving customers in Indiana. We know our customers by name and we have a direct relationship with them based on our personalized service.

We only use VoIP carriers that offer STIR/SHAKEN services, and all of our outbound traffic is verified through them.

Re: Respond to Traceback Requests from the Commission, Civil and Criminal Law Enforcement, and the Consortium.

Point of contact for all traceback requests will be

Ryan Phillips – Sr Voice Tech

rphillips@msfiber.net

(812) 720-9423 ext. 1049

4528 Old State Rd 46 Nashville, IN, 47448

Backup Contact

Tyler Armour – IT Director

tarmour@msfiber.net

(812) 720-9423 ext 1017

4528 Old State Rd 46 Nashville, IN, 47448

Re: Take Steps to Effectively Mitigate Illegal Traffic when Notified by the Commission.

- If contacted, we will take immediate measures to block the offending traffic and communicate with the customer.
- If TOS/AUP is violated, then the customer's account will be suspended per our TOS

Re: Specific Measures To Identify and Prevent Illegal Robocalls

Customer due diligence

Mainstream Fiber conducts due diligence on new and renewing customers, confirming the customer's identify. Mainstream also confirm the customer's service address.

- Mainstream Fiber verifies customer information when contracts are renewed, or services are added.
- Mainstream Fiber verifies the customer's identify and their right to use the telephone number presented on calls.
- Mainstream Fiber has the policies that define the circumstances by which it will deny, suspend, or terminate service to a customer.

Measures to Prevent or Avoid the Origination of Illegal Robocalls

- Mainstream Fiber has in place an enforceable terms of use and/or an acceptable use policy. Mainstream Fiber also has in place policies designed to detect and prevent fraudulent traffic on its network.
- Mainstream Fiber has sole control on Caller ID presentation, so that endpoints cannot change the caller ID number.

Re: Future Technological Advances and Upgrades for STIR/SHAKEN

- Mainstream Fiber will continue to monitor the industry for any technological advancements or upgrades in the implementation of STIR/SHAKEN including participating in relevant classes and online webinars.
- Mainstream Fiber commits that if our SIP Carrier or PBX platform have any upgrades available to further or better implement STIR/SHAKEN, then we will investigate and deploy these options.
- Mainstream Fiber is committed to protecting our customers from illegal robocalls by utilizing the most effective resources available that are compatible with our network and are financially reasonable.

Re: Other Robocall Mitigation Methods for Customers

- Mainstream Fiber has provided our customers with call Blacklist capability, and will process blacklist requests.
- Mainstream Fiber Monitors registrations by IP address, and unsolicited registration attempts are monitored and blacklisted.