

2026 Revised Robocall Mitigation Plan

Arbuckle Communications, LLC is a voice service provider (VSP) acting as a reseller without technical STIR/SHAKEN control of its originating calls. This is managed by Commio and Sangoma. Arbuckle Communications, LLC is dedicated to stopping illegal calls originating in our network and to monitoring calls entering our network. The FCC requires that all VSPs certify in the Robocall Mitigation Database that they have (1) fully implemented STIR/SHAKEN across its entire network, (2) implemented STIR/SHAKEN on a portion of its network and that the remainder of the calls are subject to a Robocall Mitigation Plan (RMP), or (3) have not implemented STIR/SHAKEN but subject all calls to an RMP to ensure that the network is not originating illegal robocalls. This filing updates Arbuckle Communications, LLC's robocall mitigation efforts and procedures per FCC DA 24-73, Public Notice DA 26-72, and in compliance with 47 CFR § 64.6305.

The FCC requires that VSPs develop an RMP that:

- Lists the specific, reasonable steps the VSP has taken to avoid originating illegal robocall traffic
- States a commitment to respond fully and in a timely manner to all traceback requests from the FCC, law enforcement, and the industry traceback consortium
- To cooperate with entities investigating and stopping any illegal robocallers that use its services to originate calls

Arbuckle Communications, LLC purchases origination, termination, and hosted-switch access from Commio (FRN 0019672049) and Sangoma (FRN 0024798571) ("Provider"), who provides crucial elements of our RMP as part of their interconnected white-label VoIP wholesale services to Arbuckle Communications, LLC. All voice traffic originating on our network is subject to the robocall mitigation program described below, subject to technical revisions implemented by Provider. Arbuckle Communications, LLC does not have a parent company or any other entities controlling its operations.

Know Your Customer

We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>).

International Subscribers

Arbuckle Communications, LLC does not sell origination or termination services to subscribers outside of the United States.

Acceptable Use Policy

Arbuckle Communications, LLC maintains an Acceptable Use Policy ("AUP") that subscribers must accept before being permitted to use Arbuckle Communications, LLC's broadband or voice services.

Traceback Requests

Arbuckle Communications, LLC is committed to responding in a complete and timely manner to all traceback requests from the Federal Communications Commission, law enforcement, state attorneys general, Provider, and the industry traceback consortium. Furthermore, Arbuckle Communications, LLC is committed to cooperating with such entities to investigate and stop any illegal robocallers that use Arbuckle Communications, LLC's service to originate calls. Subscribers are required to comply with traceback requests via our AUP. Traceback requests can be sent to support@arbucklecomm.com for immediate processing by Arbuckle Communications, LLC.

Telephone Number Validation

If a subscriber wishes to use a telephone number (TN) as a caller identity and that TN is not directly managed by Arbuckle Communications, LLC or our Provider, TN validation is required, requiring the subscriber to provide a valid letter of authorization confirming they are an authorized user of that TN. Should the subscriber provide sufficient documentation to Arbuckle Communications, LLC of authorization to use a TN, documentation will be provided to the Provider so that they can attest calls originated with these TNs.

Investigation of High-Volume Network Traffic, Suspicious Calls, and Calling Patterns

Consistent with industry standards and best practices, our Provider monitors origination voice traffic in real time to prevent the origination of illegal robocalls. The software provides detailed reporting that identifies suspected illegal robocalls and alerts the Provider if we originate any calls with an invalid, unallocated, or Do Not Originate-listed calling number, or if the calling number is in the FCC consumer complaint database or has a poor reputation. Provider will immediately ask Arbuckle Communications, LLC to investigate any identified calls to determine whether the caller attempted to originate unlawful robocalls. If Arbuckle Communications, LLC or Provider determines that the caller was attempting to originate unlawful robocalls, we either warn them to stop or terminate their service, in accordance with our AUP.

Examples of calling patterns monitored

- Higher than expected cost generated by calls from a subscriber
- Targeted pumping of repeated calls to a specific called number within a 15-minute period
- Fast traffic pumping of repeated calls to a specific called geographic location within a 5-minute period
- Slow traffic pumping of repeated calls to a specific called geographic location within a 60-minute period
- Theft of service traffic pumping of repeated calls to high-cost geographic location within a 60-minute period
- Recent call volumes (last 60 min) vs weekly trends
- Number of unique destination numbers in a 60-minute time frame
- Irregularities in Short Call Duration (SDC) and Average Call Duration (ACD) distribution
- Anomalies in Answer-Seizure Ratio (ASR)
- Robocalling triggers monitoring for a high-volume of outbound calls or excessive incoming calls from the same calling number
- Wangiri trigger monitoring for origination calls to high termination rate destinations with short duration (to trigger end-users to call back) for all calls over a 5-minute duration
- Analysis of recent and past Call Detail Records (CDRs) to benchmark against expected trends

STIR/SHAKEN Implementation

Provider has acknowledged to Arbuckle Communications, LLC that it is currently authenticating and verifying with STIR/SHAKEN voice traffic that originates and terminates on our network.

CORES registration

Arbuckle Communications, LLC has reviewed its CORES registration and confirmed that the information is up to date.