

Mconnect Robocall Mitigation Plan and Compliance with TRACED Act

Mconnect Inc. (“Mconnect”) is committed to cooperating with the Federal Communications Commission (FCC), law enforcement, and the Industry Traceback Group (“ITG”) in investigating and seeking to stop illegal robocalls. While Mconnect necessarily relies on the robocall mitigation policies, procedures, and safeguards instituted by its wholesale service provider, Momentum Telecom, Inc. (“Momentum”), Mconnect 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 its wholesale provider or other downstream providers.

Momentum has filed its own RMD registration in which it reports it has fully implemented STIR/SHAKEN.

Cooperation with the Traceback Group, Law Enforcement and Government Agencies

Mconnect commits to fully responding within 24 hours to all traceback requests from the ITG, the FCC, and law enforcement and other government agencies. Mconnect will cooperate with these groups to investigate and attempt to stop any illegal robocallers from using Company’s service to carry or process illegal calls. When notified by the FCC’s Enforcement Bureau, Mconnect will work with Momentum to block and report identified illegal traffic, and any substantially similar traffic, on an ongoing basis (unless its investigation determines that the traffic is not illegal) when Company receives actual written notice of such traffic from the Enforcement Bureau. If Mconnect determines that the identified traffic is not illegal, Mconnect will provide the Enforcement Bureau with an explanation as to why it reasonably concluded that the identified traffic is not illegal, and what steps it took to reach that conclusion.

Use of Call Analytics to Identify and Block Unlawful Traffic

Mconnect relies on its wholesale provider’s use of call analytics systems to identify and block unlawful robocall traffic as set forth in its robocall mitigation plans on file with the FCC. Momentum reports that its call analytics 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.

Know-Your-Customer Policies

Subscriber Vetting: Mconnect vets the identity of new customers when approving an application and entering into an agreement to provide telephone service. As part of this vetting process, all new customers are verified with a combination of electronic and manual verification systems, credit reviews, references from trusted industry members, and previous experiences with customer executives and employees. Service will not be provided if a new customer’s identification cannot be verified.

Contractual Terms: Mconnect’s terms of service prohibit the use of its telephone service for fraudulent or unlawful acts or purposes and prohibit customers from falsifying calling party identification information. Mconnect may terminate a customer’s service for violations of its terms.

Knowledge of Upstream Providers

Mconnect has one upstream provider from which it directly receives voice traffic:

Momentum Telecom
2 Ravinia Drive
Suite 1630
Atlanta, GA 30346
Phone: 888-538-3960
Email: support@momentumtelecom.com

Momentum is a well-known, reputable wholesale service provider that is registered in the FCC's Robocall Mitigation Database. Mconnect does not itself have knowledge or insight into the upstream providers from which Momentum receives traffic, but understands from Momentum's mitigation plans that its 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.