

I. Overview

Coastside Net, Inc. (Coastside.Net) is a small Internet Service Provider (ISP) based in Half Moon Bay, California.

Coastside.Net offers monthly managed VoIP services to our regional customers. We bundle phone services, (VoIP, phone hardware and support) as a monthly service.

In the online FCC Robocal Mitigation Database we selected certification option 3.

Option 3: No STIR/SHAKEN Implementation – Performing Robocall Mitigation. The filer certifies that it commits to respond to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls, and that none of the voice traffic that originates on its network is authenticated with STIR/SHAKEN, and that all of the voice traffic that originates on its network is subject to a robocall mitigation program. The filer also certifies that the attached searchable PDF details the specific reasonable steps it has taken to avoid originating illegal robocall traffic as part of its robocall mitigation program, and, if applicable, the type of extension or extensions it received under 47 CFR § 64.6304.

II. General Prohibition Against Illegal Robocalling

Coastside.Net end users are subject to restrictions contained in its published legal notices and all executed services orders include the requirement that service is provided pursuant to its terms of service (“TOS”) requirements. Existing TOS prohibit activities normally associated with Robocalling.

III. Robocall Mitigation Policy

Network Monitoring - Coastside.Net actively monitors the VoIP traffic looking for call patterns indicative of potential illegal robocalling. Additional capabilities are always being added to help identify suspicious activity.

Network Security - We require all VoIP customers have a static WAN IP. Only UDP VoIP traffic going between the VoIP Service Provider WAN IP on the on-premise phone system WAN IP is allowed.

Traceback and Enforcement Cooperation - Coastside.Net will actively cooperate with the traceback community including the FCC, law enforcement, and The Industry Traceback Group (ITG) to investigate and stop illegal robocalls. Coastside.Net will dedicate sufficient resources to provide prompt and complete responses to traceback requests.