

Robocall Mitigation Program - Community Phone

Provider Name: Community Phone

Submission Date: February 26, 2026

Community Phone and its underlying carriers diligently comply with the Federal Communication Commission's requirement concerning illegal robocalls from originating, being carried on, or being processed through our network.

To fulfill our obligation, we take the following specific and reasonable steps:

- **Ensuring compliance from our partners:** The STIR/SHAKEN obligation falls on our underlying carriers. We have received written assurances from those carriers that they are implementing their robocall mitigation measures robustly and reliably. We continue to revisit this issue in each renegotiation with those carriers, to ensure that our customers and other Americans are protected.
- **Call traffic monitoring:** We employ advanced call analytics tools to monitor our customers' call volume, to identify *both* customers who may be originating illicit robocalls and those who are receiving illicit robocalls. A central value proposition of our network is the assurance that we are investing resources in identifying bad actors. Our data analytics team has built mechanisms to identify those actors in our system. We have not identified any bad actors on our network to date. However, we are monitoring call volume, call duration, duration between calls, and recipient numbers to identify possible bad actors.
- **Call blocking mechanisms:** We have both automated and manual mechanisms for blocking traffic from any customer who is originating an unacceptable robocalls. We update our blocking mechanisms according to industry feedback and evolving traffic trends.
- **Know Your Customer Policies:** Upon purchase we hear from customers about their intended use of our voice products. We have mechanisms in place to identify those who intend to conduct illicit activities on our network, and we decline to sign up customers who we identify to be possible bad actors.

We commit to responding fully to traceback requests from the FCC and law enforcement within 24 hours. We will provide requested data promptly to facilitate the identification and mitigation of illegal robocalls. We commit to actively collaborating with the relevant entities to investigate and resolve issues related to illegal robocall traffic.

By submitting this description, Community Phone certifies that it has implemented the measures outlined above and is in compliance with FCC requirements.

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Title: Head of Operations

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