

SOUTHERN FIBER WORX

ROBOCALL MITIGATION PLAN

Southern Fiber Worx, LLC (“SFW”) is a broadband provider that offers interconnected VoIP services to its subscribers on a resold basis. SFW’s wholesale VoIP provider is Momentum Telecom, Inc. (“Momentum”), a provider of wholesale and retail VoIP and other communications services across the United States.

While SFW necessarily relies on the robocall mitigation policies, procedures, and safeguards instituted by Momentum, SFW 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 Momentum and other downstream providers.

Know-Your-Customer Policies

Subscriber Vetting: SFW vets the identity of its customers when approving an application and entering into a contract for telephone service. As part of this vetting process, SFW collects the customer’s legal name and address, physical location, and contact information, and, for commercial customers, federal tax ID, and SFW may require additional information to validate the customer. In some instances, SFW also utilizes third-party agencies for additional information regarding the credit and/or fraud risk associated with a potential customer. SFW’s services are provided to fixed locations using its own network and services are typically installed on location by its personnel, so SFW knows the actual location of its customers. All of this information enables SFW to validate the identity of potential customers prior to provisioning of service. SFW will not provide service if a new customer’s identification cannot be verified.

Contractual Terms: SFW’s Terms of Service agreement (“Subscriber Agreement”) prohibits the use of SFW’s VoIP service for any unlawful purpose, or to distribute unsolicited advertising, or to use a false identity. The terms provide that SFW may suspend or terminate service (or any portion thereof) if SFW determines, in its sole judgment, that a customer’s use of the service violates the Agreement.

Use of Call Analytics to Identify and Block Unlawful Traffic

SFW relies on Momentum’s use of call analytics systems to identify and block unlawful robocall traffic as set forth in Momentum’s robocall mitigation plan on file with the FCC. Momentum reports that the call analytics it employs for SFW’s traffic 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.

If SFW receives a report or alert from Momentum of suspected unlawful robocall traffic originated by a SFW end user customer, SFW will conduct an investigation. To the extent a customer is found to have violated SFW’s Subscriber Agreement, SFW will take action

commensurate with the severity of the customer's offense, including, but not limited to, providing the customer with a warning or terminating the customer's service without notice.

Knowledge of Upstream Providers

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

Cooperation with the Traceback Group, Law Enforcement and Government Agencies

SFW is committed to responding fully and within 24 hours to all traceback requests made by the Industry Traceback Group ("ITG"), law enforcement authorities, and government agencies to investigate and address suspected unlawful robocalls originated by SFW customers.

SFW is also committed to cooperating with Momentum on traceback requests and to fully complying with the Commission's robocall blocking requirements. SFW understands that Momentum will block all calls and provider traffic that: (1) are identified in any public notice or order released by the FCC; (2) are substantially similar to the types of traffic identified in any public notice or order released by the Commission; or (3) include a caller ID number or name that is on DNO list issued by ITG.