

New Hampshire Electric Cooperative, Inc.

Robocall Mitigation Recertification Certification and Plan

February 6, 2026

CERTIFICATION

Pursuant to section 64.6305 of the Federal Communications Commission's ("Commission's") rules, New Hampshire Electric Cooperative, Inc. ("New Hampshire Electric Cooperative") submits this document addressing its implementation of the STIR/SHAKEN call authentication framework and its plan to prevent and mitigate illegal robocalls.

New Hampshire Electric Cooperative provides high speed broadband internet and VoIP phone service to business and residential customers and is considered a voice service provider under section 64.6305. Conexon Connect, LLC ("Conexon") is New Hampshire Electric Cooperative's underlying voice service provider. New Hampshire Electric Cooperative relies on procedures, policies, and safeguards implemented by Conexon and its underlying voice service provider, Momentum, Inc. ("Momentum") to ensure that New Hampshire Electric Cooperative's residential and business customers are sufficiently protected against robocall and spoofing activities.

New Hampshire Electric Cooperative is a voice provider without a STIR/SHAKEN obligation. Momentum has certified "Complete STIR/SHAKEN implementation."

All calls that originate on our network are subject to the Robocall Mitigation Program set forth below.

New Hampshire Electric Cooperative has not been prohibited from filing in the Robocall Mitigation Database by the Commission.

New Hampshire Electric Cooperative has never been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program.

Traceback

New Hampshire Electric Cooperative is committed to cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that we learn are using our service to originate calls. New Hampshire Electric Cooperative will respond fully within 24 hours to all traceback requests from the Commission, law enforcement, and the Industry Traceback Group (ITG), and cooperate with such entities in investigating and stopping any robocallers that use its service to carry, process, or originate illegal robocalls.

Identifying Information

Primary address of the provider: 579 Tenney Mtn Hwy, Plymouth, NH 03264

Other business names in use: NH Broadband, LLC

All business names previously used: None

New Hampshire Electric Cooperative, Inc. is not a foreign voice service provider.

Individual within company responsible for addressing robocall mitigation-related issues:

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ROBOCALL MITIGATION PLAN

STIR/SHAKEN Implementation

Conexon, New Hampshire Electric Cooperative's underlying voice service provider, and Momentum, which is Conexon's underlying voice services provider, have both fully implemented STIR/SHAKEN. Momentum authenticates New Hampshire Electric Cooperative's voice traffic using STIR/SHAKEN, providing A-level attestation for all of New Hampshire Electric Cooperative's calls.

Robocall Mitigation Program

Use of Call Analytics to Identify and Block Unlawful Traffic. In addition to implementing STIR/SHAKEN on its network, Momentum has also implemented its own call analytics to identify unlawful traffic originated by its own retail customers and the end user customers of its wholesale customers, including New Hampshire Electric Cooperative. Momentum's call analytics can detect call patterns that indicate robocall activity, including, but not necessarily limited to, an unusually 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. Momentum's call analytics also can detect where the calling number is invalid, unallocated, or on the ITG's Do Not Originate ("DNO") list. If Momentum's call analytics detect any of the above-described issues with the outbound traffic of a New Hampshire Electric Cooperative end user customer, Momentum alerts Conexon's contact representative who works with New Hampshire Electric Cooperative to investigate the issue and thereafter inform Momentum: (i) when the issue is resolved and (ii) what actions Conexon and New Hampshire Electric Cooperative took in resolving the issue. Upon receipt of any alert from Momentum, Conexon and New Hampshire Electric Cooperative conduct an immediate investigation to determine if the caller was attempting to originate unlawful robocalls. If confirmed, New Hampshire Electric Cooperative will take appropriate action in accordance with its Acceptable Use Policy which may include issuance of a warning to the customer, account suspension, or account termination.

Know-our-Customer. New Hampshire Electric Cooperative vets each customer upon application for service, entering new or renewal contracts, and/or provisioning network connectivity. New Hampshire Electric Cooperative confirms the identity of new or renewing business customers by collecting information concerning the company name and address, physical location of the business, contact information, and the customer's Federal Tax ID, where appropriate. With respect to residential customers, New Hampshire Electric Cooperative verifies customer name and address, physical service location, and contact information. New Hampshire Electric Cooperative may also utilize third-party agencies to gauge credit and/or fraud risk associated with a potential business or residential customer.

Description of Contractual Provisions. New Hampshire Electric Cooperative's Terms and Conditions, which must be acknowledged by all customers prior to service initiation, include a provision requiring customers to comply with all applicable laws in connection with the customer's use of New Hampshire Electric Cooperative's services. Pursuant to the Terms and Conditions, in order to protect its network

from any unlawful use, New Hampshire Electric Cooperative may take action, including suspension or termination of service. All customers must also agree to abide by New Hampshire Electric Cooperative's Acceptable Use Policy, which prohibits customers from engaging in any activity, whether illegal or not, that New Hampshire Electric Cooperative in its sole discretion, determines to be harmful to its subscribers, operations, or networks. To the extent a customer is found to have violated its contractual obligations, New Hampshire Electric Cooperative will take action commensurate with the severity of the customer's offense, including, but not limited to, providing the customer with a warning, suspending or terminating the customer's service, and/or reporting the misconduct to the appropriate authorities.

Know-Your-Upstream Provider. New Hampshire Electric Cooperative's sole upstream Provider is Conexon which is registered in the Robocall Mitigation Database and has fully implemented the STIR/SHAKEN framework. Conexon and New Hampshire Electric Cooperative rely on procedures and policies implemented by Momentum to mitigate illegal robocalls.

Momentum has confirmed it knows all of its upstream providers from which it directly receives traffic and has insight into its upstream providers' policies and procedures related to identifying and blocking unlawful robocall traffic through Momentum's review of these providers' robocall mitigation plans. Momentum also confirms that all upstream providers from which it receives traffic are listed in the FCC's Robocall Mitigation Database.

Cooperation with Traceback Group, Law Enforcement and Government Agencies. New Hampshire Electric Cooperative will respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and ITG, and will cooperate with such entities in investigating and stopping any robocallers that use its network to originate illegal robocalls.

New Hampshire Electric Cooperative's underlying voice services provider, Conexon, and Conexon's underlying voice service provider, Momentum, are also committed to responding fully and within 24 hours to all traceback requests made by ITG, law enforcement authorities, and government agencies to investigate and address suspected unlawful robocalls originated or passed to Momentum. New Hampshire Electric Cooperative has agreed to cooperate with Conexon and Momentum in responding to ITG traceback requests, as detailed above.

New Hampshire Electric Cooperative, Conexon, and Momentum are committed to fully complying with the Commission's robocall blocking requirements and Momentum has confirmed that it 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. Momentum also blocks the traffic of all foreign providers and gateway providers that have not registered in the Robocall Mitigation Database.

New Hampshire Electric Cooperative reserves the right to modify and/or supplement its Robocall Mitigation Plan to adapt to risks and to improve the overall effectiveness of its program.