

Farmers Rural Connect, Inc.
Robocall Mitigation Certification and Plan
February 21, 2025

CERTIFICATION

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

Farmers Rural Connect 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. Momentum Telecom, Inc. ("Momentum") is Farmers Rural Connect's underlying voice service provider. Farmers Rural Connect relies on procedures, policies, and safeguards implemented by Momentum to ensure that Farmers Rural Connect's residential and business customers are sufficiently protected against illegal robocall and spoofing activities.

Farmers Rural Connect has fully implemented the STIR/SHAKEN authentication framework as indicated in the Robocall Mitigation Database

All calls that originate on Farmers Rural Connect's network are subject to the Robocall Mitigation Program set forth below.

Farmers Rural Connect has not been prohibited from filing in the Robocall Mitigation Database by the Commission.

Farmers Rural Connect 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

Farmers Rural Connect 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. Farmers Rural Connect 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: 300 Hwy 367 N, Newport, AR 72112

Other business names in use: [None]

All business names previously used: [None]

Farmers Rural Connect is not a foreign voice service provider.

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

Jake Millikin, General Manager, PO Box 708, Newport, AR 72112. Phone 870-523-3691

ROBOCALL MITIGATION PLAN

STIR/SHAKEN Implementation

Farmers Rural Connect is a voice provider without a STIR/SHAKEN obligation. Momentum has certified “Complete” STIR/SHAKEN implementation.

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 Farmers Rural Connect. 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 Farmers Rural Connect end user customer, Momentum alerts Farmers Rural Connect’s contact representative and asks Farmers Rural Connect to investigate the issue and thereafter inform Momentum: (i) when the issue is resolved and (ii) what actions Farmers Rural Connect took in resolving the issue. Upon receipt of any alert from Momentum, Farmers Rural Connect conducts an immediate investigation to determine if the caller was attempting to originate unlawful robocalls. If confirmed, Farmers Rural Connect 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. Farmers Rural Connect vets each customer upon application for service, entering new or renewal contracts, and/or provisioning network connectivity. Farmers Rural Connect 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, Farmers Rural Connect verifies customer name and address, physical service location, and contact information. Farmers Rural Connect 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. Farmers Rural Connect’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 Farmers Rural Connect’s services. Pursuant to the Terms and Conditions, in order to protect its network from any unlawful use, Farmers Rural Connect may take action, including suspension or termination of service. All customers must also agree to abide by Farmers Rural Connect’s Acceptable Use Policy, which prohibits customers from engaging in any activity, whether illegal or not, that Farmers Rural Connect, 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, Farmers Rural Connect 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. Farmers Rural Connect's sole upstream Provider is Momentum which is registered in the Robocall Mitigation Database and has fully implemented the STIR/SHAKEN framework. Farmers Rural Connect relies 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. Farmers Rural Connect 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.

Farmers Rural Connect's underlying voice services provider, Momentum, is 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. Farmers Rural Connect has agreed to cooperate with Momentum in responding to ITG traceback requests, as detailed above.

Farmers Rural Connect 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.

Farmers Rural Connect 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.