



Lyme Fiber
P.O. Box 282
Lyme, NH 03768

FRN: 0029062494

Robocall Mitigation Plan

Know Your Customer

We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Traceback

We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls. Traceback requests can be made to:

Primary: nse-team@staff.gwi.net

Alternate: flavalley@staff.gwi.net

Alternate: cwhelan@staff.gwi.net

STIR/SHAKEN and Robocall Mitigation Program

Lyme Fiber uses Biddeford Internet Corp d/b/a GWI as our intermediate VoIP carrier. GWI applies Stir/Shaken security tokens on all our outbound SIP originating traffic, the certificates are hosted by Transnexus to which they respond to all certificate validation inquiries.

GWI uses software provided by TransNexus to monitor our outbound voice traffic in real time to prevent the origination of illegal robocalls. The software provides detailed reporting identifying suspected illegal robocalls and alerts us if we originate any calls where the calling number is invalid, unallocated, on a Do Not Originate list, in the FCC consumer complaint database or has a poor reputation. We immediately investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If we determine that the caller was attempting to originate unlawful robocalls, then we either warn them to stop or terminate their service as appropriate.