

Logix Communications, LP – d/b/a Logix Fiber Networks

Robocall Mitigation Plan

Logix Communications, LP – d/b/a Logix Fiber Networks (collectively, “Logix” or individually, “Company”) provides VOIP and HPBX voice services by utilizing third party voice network providers Alianza and Momentum Telecom (Momentum) which are an integral part of the Robocall Mitigation plan described below.

ROBOCALL MITIGATION

1. Traceback:

Logix commits to work with Alianza and Momentum to respond within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robo callers from originating calls. Once a traceback request is received, call history records and other tools will be used to investigate the subject calls and obtain information to be turned over the requesting party. The Company will also use customer profile information to aid in analyzing claims of suspected fraudulent calling. The Company will reach out to the customer for explanation if necessary.

Traceback Contact Information:

Name	Title	Contact Information
Logix NOC	Network Operations Center	Ph: 1-800-444-0258 Email: noc@Logix.com
Kendrick Harvey	Sr. Manager, NOC	Ph: 713-336-6325 Email: Kendrick.harvey@logix.com
Kelly Tatro	Sr. VP, Customer Support Operations	Ph: 713-865-8250 Email: kelly.tatro@logix.com

2. Take Steps to Mitigate Illegal Traffic:

Logix will assist with the mitigation of illegal activity when it has been notified by the Commission through its enforcement bureau by working closely with its third-party network vendors.

3. Measures to prevent origination of illegal calls Know Your Customer:

Know Your Customer:

The Company only sells to small, medium or enterprise business customers where Company representatives have talked and communicated with customer representatives. The Company will confirm the identity of new customers by collecting information such as physical business location, contact person(s), state or country of incorporation, federal tax ID, and the nature of the customer's business.

Telephone Number Validation:

The Company asks the customer if they will be sending any origination numbers on outbound calls other than those TN's provided by the Company and, if so, how and why. Customer will allow only legitimate spoofing of origination numbers, such as valid call forwarded numbers belonging to the customer or originating assigned DID numbers.

Network Monitoring:

The Company will upon request, will work with its third-party vendors to have them monitor their network for suspicious calling patterns which may trigger investigation, such as:

- Caller-ID numbers that generate unusually high call volumes.
- Unusually high volumes of short-duration calls.
- High volumes of calls with non-standard or improperly formatted Caller-IDs.
- Unplanned or non-forecasted calls in bursts.
- High call volumes at times inconsistent with historical trends for the originator's network.

CONCLUSION

Logix submits this robocall mitigation plan, which is designed to comply with the Federal Communications Commission's Fourth Report and Order (FCC 20-187). This plan is a work in progress and will be supplemented as the company gains more exposure to and experience with these processes.