

EarthGrid PBC
Robocall Mitigation Plan
V.1 September 2023

STIR/SHAKEN IMPLEMENTATION

EarthGrid PCB (“EarthGrid” or “Company”) is a reseller and does not maintain its own network. The Company’s underlying carrier has implemented robocall mitigation practices.

ROBOCALL MITIGATION

Background

The FCC Order lists three affirmative obligations for voice service providers: (1) Respond to traceback requests from the Commission, civil and criminal law enforcement, or the Industry Traceback Consortium; (2) Take steps to effectively mitigate illegal traffic when it receives notification of such traffic from the Commission through its enforcement bureau; and (3) implement effective measures to prevent new and current customers from using its network to originate illegal calls.

1. Traceback:

All traceback requests will be sent to the Company’s underlying carrier for processing.

Traceback Contact Information

Name	Title	Contact Information
Shawn McLaughlin	Sr. VP Telecom & Engineering	shawn@earthgrid.io

2. Take Steps to Mitigate Illegal Traffic

As a reseller, all mitigation practices are instituted by the Company's underlying provider. Customer contracts have terms of suspension due to illegal calls, additionally the Company's contracts with underlying carriers have similar terms.

3. Measures to prevent origination of illegal calls

Know Your Customer:

The Company requires all customers seeking service to have a physical business location and local contact person.

Telephone Number Validation:

A Letter of Agreement is required prior to porting of any numbers to any of the company's underlying carriers.

Network Monitoring:

The Company relies on its underlying providers to monitor their networks for unusual call patterns.

Call Blocking:

The Company will rely on its underlying service providers to block incoming illegal calls and calls from unregistered providers.

4. Acceptable Use Policy

The Company's Terms and Conditions are incorporated in its Service Agreement and is a guide for its customers to understand the intended and permissible uses of our service, and to prevent exploitation, fraud, and abuse of our unlimited calling plans and features.

CONCLUSION

EarthGrid PBC submits this robocall mitigation plan 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.