

## **SELCO - Shrewsbury Electric and Cable Operations**

### **Robocall Mitigation Plan**

**Revision 4-18-2025**

This Robocall Mitigation Plan is submitted by SELCO – Shrewsbury Electric and Cable Operations pursuant to the provisions of 47 C.F.R. § 64.6305, adopted by the Federal Communications Commission (FCC) which require all “voice service providers” to establish a “robocall mitigation plan”. This document sets forth the Provider’s current policies and procedures designed to reduce or eliminate outbound illegal robocalls originating on its network. The Provider views these policies and procedures as constituting “reasonable steps” to avoid the origination of illegal robocalls on its network and in addition to following these steps the Provider commits to responding to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG), and to cooperate with such entities in investigating and stopping any illegal robocallers that may use its service to originate calls.

#### **I. STIR-SHAKEN IMPLEMENTATION STATUS**

As indicated in the FCC’s Robocall Mitigation Database, the Provider’s status with respect to STIR-SHAKEN implementation is as follows:

- Presently, the Provider relies on the continuing extension from STIR-SHAKEN implementation provided under 47 CFR § 64.6304 (d) which exempts from STIR-SHAKEN Caller ID Authentication. Provider does not own or control the network infrastructure to implement Stir-Shaken. This provider does not have a STIR-SHAKEN implementation obligation.
  - The Provider serves end user voice customers by an agreement with carrier service provider Alianza, Inc. Alianza has fully implemented the STIR-SHAKEN authentication framework across its entire network, and all calls it originates are compliant with 47 CFR § 64.6301(a)(1) and (2). Further, the Provider and wholesaler have established the policies and procedures set forth in this Robocall Mitigation Plan which are intended to stop anyone from using the Provider’s service to originate illegal robocalls.

#### **II. TRACEBACK REQUESTS**

As noted above, the Provider, together with its contracted carrier, will cooperate with the FCC, law enforcement and the (ITG) on all traceback requests and investigations. To allow for timely and comprehensive law enforcement response efforts against illegal robocallers, the

Provider will dedicate sufficient resources to promptly complete and provide responses to all traceback requests received from the FCC, law enforcement and/or the ITG, and commits to fully responding to any traceback request received within 24 hours after receiving the same. Within **Appendix A** to this Plan, the Provider identifies a single point of contact for receiving all traceback requests.

As part of its efforts to assist in the successful traceback of illegal robocalls, the Provider with its contracted carrier will going forward include within its carrier interconnection and/or service agreements language requiring traceback cooperation on any voice service calls exchanged. In part, these related contract provisions will specify the need for parties to promptly identify the upstream provider from which a suspected illegal robocall entered its network or the customer of the service from which the call originated.

### **III. *CUSTOMER VETTING PRACTICES***

As a means of preventing or minimizing the origination of illegal robocalls through its voice services, the Provider will use best practices in vetting the identity of all its voice service subscribers, whether a retail or business/commercial subscriber (including any entities that are purchasing the Provider's services for resale). The subscriber vetting process is intended to help determine the legitimacy of a customer for the purpose of establishing a business relationship. Generally, the Provider looks to confirm the identify of customers using its voice services through collecting information such as physical customer location, contact person(s), state or country of incorporation, federal tax ID, and the nature of the customer's business. Provider efforts to vet retail and business/commercial subscribers occurs during the process of provisioning customer requested services (for example in appropriately sizing the facilities to their claimed intended use), executing the Provider's required service agreements, and granting the customer the right to use telephone number resources. Commercial end users, comprised of larger businesses with more complex service configurations, are generally recognized as presenting a higher risk of perpetrating illegal robocalls and thus those customers, at the Provider's discretion, may be subject to an additional review, including a more stringent background check and possibly a site visit.

Further, with respect to meeting existing obligations to take affirmative, effective measures to prevent new and renewing customers from originating illegal calls, the Provider:

Utilizes service agreements and acceptable use policies as a means of preventing its new and existing subscribers from using their voice and broadband services in ways that would be in violation of local, state, or federal laws, or to engage in deceptive or fraudulent activity. These documents governing use of Provider provided services include terms indicating specifically to all customers that their services should not be used for the purpose of making illegal robocalls, and the Provider reserves authority within its service agreements to suspend or terminate a subscriber's voice service for violating applicable service-related terms.

- Has, through its carrier service provider, established a routine process for monitoring of the usage and quality of its network facilities and conducts recurring and timely reviews of its call detail records (CDRs) to facilitate early identification of unusual or suspicious calling activity or patterns that may indicate use of the network for originating illegal robocalls. In those instances where the Provider(s) identifies activity or a pattern consistent with illegal robocalls the customer will be contacted within 24 hours for further investigation and possible action regarding their subscribed to voice service.

#### **IV. TELEPHONE NUMBER VALIDATION PRACTICES**

Telephone Number Validation refers to the confirmation of the customer or end-user right to use a telephone number in connection with their subscribed voice service(s). In accord with industry best practices, the Provider has procedures in place through its carrier service provider, Alianza, to confirm the calling customer's right to use a telephone number. Specifically, a subscriber of the Provider's services is permitted to use a telephone number as their caller identity if a number is directly managed by Alianza and/or obtained by the Provider via an underlying partner. Further, for: (1) single line voice service subscribers, both services connected IP, the provider wholesaler equipment has been set up to only accept calls from the number assigned to that subscriber; and (2) subscribers with multi-line telephone systems, for both services connected via TDM or IP, the carrier screens all originating calls and only allows calls to be connected if the originating number matches one of the numbers assigned to the subscriber. These screening capabilities enable an automated and secure method of validating originating telephone numbers.

#### **V. INTERNATIONAL CALL ORIGINATORS**

The Provider is not currently an international voice services provider. If at any time the Provider does sell its services to customers which are international call originators using North American Numbering Plan resources, it will familiarize itself with and develop best practices for fulling vetting such customers and performing telephone number validation on all international originated calls.

#### **VI. KNOW YOUR UPSTREAM PROVIDER PROCEDURES**

The Provider's service carrier has standing relationships with these upstream providers and maintains its awareness of the nature of their businesses and the legitimacy of their call transmission services. Further, the service carrier, in the interest of providing the highest quality services to all of its voice service customers, is committed to taking those steps necessary to ensure that any upstream providers providing connectivity are equally committed to monitoring their networks and preventing their use for the transmission of illegal robocalls. Alianza has made certain all upstream providers are listed in the RMD. Included as part of **Appendix A** to this Robocall Mitigation Plan document is a list of the

Carrier Provider's current contact information and references the carrier's Robocall Mitigation Plan.

## **VII. ONGOING ROBOCALL MITIGATION PRACTICES**

The Provider monitors the usage of its network through its carrier, Alianza. See Alianza's Robocall Plan at section labeled Fraud Detection and Mitigation.

## **VIII. ADDITIONAL CERTIFICATION RELATED INFORMATION**

Provider certifies that it has not, at any time in the prior two years, been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing relating to claims of transmitting, encouraging, assisting or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

Provider also certifies that it has not been prohibited by the Commission from filing in the Robocall Mitigation Database and that none of its prior certifications submitted in the Robocall Mitigation Database have been removed by Commission action.

## Appendix A

### **Traceback Request Single Point of Contact:**

Name: Michael Lawler

Phone Number: 508-841-8572

Email Address: helpdesk@shrewsburyma.gov

### **Upstream Provider Information:**

Name of Upstream Carrier Provider – Alianza, Inc

Nature of Business: Cloud Voice Provider; Wholesale Provider

Name of contact: Benjamin King

Title: General Counsel

Phone Number: 385-233-0177

Email Address: ben.king@alianza.com

Please reference carrier's (Alianza) Robocall Mitigation Plan filed in the Robocall Mitigation Database under Alianza, Inc. Number RMD0006320, FRN 0013937586.