

THE ELECTRIC AND WATER PLANT BOARD OF THE CITY OF FRANKFORT, KY
ROBOCALL MITIGATION PLAN

The Electric and Water Plant Board of the City of Frankfort, KY (“FPB” or “Frankfort Plant Board”) submits the following certifications and Robocall Mitigation Plan (“RMP”).

FPB is a municipal utility with less than 100,000 voice service subscriber lines. FPB is exempt from the caller ID authentication requirements because FPB lacks control over the network infrastructure necessary to implement STIR/SHAKEN. FPB does not maintain its own phone switch. FPB has an agreement with Big River Telephone to provide numbering and switching services to FPB for its end users. FPB has an ethernet connection to Big River. FPB has contracted with Big River to switch FPB’s originating and terminating traffic. Big River is registered with the Policy Administrator and signs the FPB originating calls with the Big River Telephone certificate. Big River Telephone also verifies the FPB terminating calls. FPB provides Big River with information to enable it to determine the appropriate attestation level of the calls initiated by FPB’s end users.

Robocall Mitigation Program

All voice traffic that originates on FPB’s network is subject to the following Robocall Mitigation Program. FPB certifies that it takes specific reasonable steps described herein as a voice provider to avoid originating illegal robocall traffic.

Upstream Provider Knowledge

FPB only has one upstream provider – Big River Telephone – which provides numbering and switching services to FPB. FPB has confirmed Big River is listed in the Robocall Mitigation Database. FPB’s regulatory and technical staff communicate regularly with Big River to ensure no providers are using our connected networks to carry or process a high volume of illegal traffic.

In addition, FPB is now incorporating traceback and prohibited traffic language in all contractual agreements with new upstream carriers.

Customer Knowledge

FPB has taken reasonable steps to avoid originating illegal robocall traffic. FPB has always verified the identity of its customers when they apply for service. This enables FPB to determine, in part, whether the customer is likely to use the service for illegal purposes. More recently, FPB

asks prospective customers whether they plan to use the service for auto-dialed traffic in contrast to human-dialed traffic.

FPB's customer information sheet collects the information that its customer service representatives use to verify the customer's identity when service is initiated. This mitigates the risk that the service will be used to originate illegal traffic. For residential customers, this information includes: name, address, social security number or tax ID number, service address, and mailing address. A residential customer is also required to present photo identification and, if renting, a copy of their lease agreement.

For business customers, the information sheet must be notarized. The business customer must also provide a copy of its business license or articles of incorporation. A business must also produce a copy of its lease agreement as well.

Call Analytics

FPB has contracted with Big River to provide FPB's numbering and traffic routing. Big River Telephone uses Neustar, which is part of Transunion, as a third-party call analytics vendor to verify calls. FPB's originating and terminating calls are verified under Big River's call analytics service provided by Neustar.

Traceback

FPB commits to responding to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, within 24 hours and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

Robocall Mitigation Database Eligibility

FPB has not been involved in any recent, formal law enforcement or regulatory investigation into suspected unlawful robocalling.

FPB has not been prohibited from filing in the Robocall Mitigation Database.

Robocall Mitigation Investigation & Enforcement

FPB's tariff provisions and terms of service enable it to immediately terminate a customer using telephone service in an illegal manner. FPB's tariff (Tariff No. 1 - Local Exchange)¹ contains a range of robust provisions and metrics that enable FPB to identify and immediately terminate a customer for unlawful use of service such as originating illegal robocalls. Several sections address unlawful use of the service and are summarized below:

2.2.2 – Limitations - FPB reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.

¹ https://psc.ky.gov/tariffs/Telecommunications/Telecommunications_N-Z/The%20Electric%20and%20Water%20Plant%20Board%20Of%20The%20City%20Of%20Frankfort/Tariff%20No.%201%20-%20Local%20Exchange.pdf

2.3 – Use - Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.14 – Refusal or Discontinuance by Company

2.14.1 - For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.

2.14.2 - For use of telephone service for any other purpose than that described in the application.

2.14.6 - Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect FPB's equipment or service to others.

2.14.8 - Without notice in the event of unauthorized or fraudulent use of service.

2.14.9 - Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

2.29 – Acceptable Use Policy – Unlimited Long Distance Plans

FPB's acceptable use policy for its unlimited long distance plans contains metrics and factors describing normal, reasonable residential and business use. Over 95% of FPB's residential unlimited calling plan customers use less than 2,000 minutes per month and do not have any unusual usage patterns in terms of unique numbers called, high call forwarding/transferring usage, etc. Likewise, over 95% of FPB's business unlimited calling plan customers use less than 3,000 minutes per month. These usage limits are viewed in conjunction with factors including but not limited to the number of calls, duration of calls, and unique numbers called to determine whether there is impermissible usage occurring. The policy notes that auto dialing and call center operations are impermissible activities. If FPB believes that its service has been used for an unlawful purpose or in violation of its acceptable use policy, FPB may immediately terminate the customer's service with or without notice and/or forward the relevant communication and other information to the appropriate authorities for investigation and prosecution. FPB reserves all of its legal rights.