

BEAM

ROBOCALL MITIGATION PLAN

R.M. Greene, Inc. d/b/a BEAM (“BEAM”) is a broadband provider that offers interconnected VoIP services to its subscribers on a resold basis. BEAM’s wholesale VoIP provider is Momentum Telecom, Inc. (“Momentum”), a provider of wholesale and retail VoIP and other communications services across the United States.

While BEAM necessarily relies on the robocall mitigation policies, procedures, and safeguards instituted by Momentum, BEAM has also adopted this robocall mitigation plan to take its own measures to limit the potential for the origination of unlawful robocalls by its customers that would be carried and processed by Momentum and other downstream providers.

Know-Your-Customer Policies

Subscriber Vetting: BEAM vets the identity of its customers when approving an application and entering into a contract for telephone service. As part of this vetting process, BEAM collects the customer’s legal name and address, physical location, and contact information, and, for commercial customers, federal tax ID, and BEAM may require additional information to validate the customer. In some instances, BEAM also utilizes third-party agencies for additional information regarding the credit and/or fraud risk associated with a potential customer. BEAM’s services are provided to fixed locations using its own network and services are typically installed on location by its personnel, so BEAM knows the actual location of its customers. All of this information enables BEAM to validate the identity of potential customers prior to provisioning of service. BEAM will not provide service if a new customer’s identification cannot be verified.

Contractual Terms: BEAM’s Customer Service Agreement (“Subscriber Agreement”) prohibits the use of BEAM’s VoIP service for any unlawful or fraudulent purpose, or inappropriate activities or in any manner that violates applicable law or the Subscriber Agreement, and prohibits customers from falsifying IP address, calling party number or other telephone signaling information, such as to mask the identity of the sender, originator or point of origin. The terms provide that BEAM may terminate service in the event of any breach of the Agreement by Customer or any illegal activity by the Customer using any BEAM Service.

Use of Call Analytics to Identify and Block Unlawful Traffic

BEAM relies on Momentum’s use of call analytics systems to identify and block unlawful robocall traffic as set forth in Momentum’s robocall mitigation plan on file with the FCC. Momentum reports that the call analytics it employs for BEAM’s traffic can detect call patterns that indicate robocall activity, including, but not necessarily limited to, an unusual large number of calls from the same number, an excessive number of short duration calls, and calls that stop attempting to connect after a single ring, and calling numbers that are invalid, unallocated, or on the Industry Traceback Group’s Do Not Originate (“DNO”) list.

If BEAM receives a report or alert from Momentum of suspected unlawful robocall traffic originated by a BEAM end user customer, BEAM will conduct an investigation. To the extent a

customer is found to have violated BEAM's Subscriber Agreement, BEAM will take action commensurate with the severity of the customer's offense, including, but not limited to, providing the customer with a warning or terminating the customer's service without notice.

Knowledge of Upstream Providers

BEAM's upstream provider, Momentum, is a well-known, reputable wholesale service provider that is registered in the FCC's Robocall Mitigation Database. BEAM does not itself have knowledge or insight into the upstream providers from which Momentum receives traffic, but understands from Momentum's mitigation plan that Momentum's direct upstream connections are with service providers that similarly have represented to the FCC that they have policies and procedures to identify and block unlawful robocall traffic.

Cooperation with the Traceback Group, Law Enforcement and Government Agencies

BEAM is committed to responding fully and within 24 hours to all traceback requests made by the Industry Traceback Group ("ITG"), law enforcement authorities, and government agencies to investigate and address suspected unlawful robocalls originated by BEAM customers.

BEAM is also committed to cooperating with Momentum on traceback requests and to fully complying with the Commission's robocall blocking requirements. BEAM understands that Momentum will block all calls and provider traffic that: (1) are identified in any public notice or order released by the FCC; (2) are substantially similar to the types of traffic identified in any public notice or order released by the Commission; or (3) include a caller ID number or name that is on DNO list issued by ITG.