

**Certification:**

I, Brandon Shiers, hereby certify that all calls originated on Contact Communications network are subject to a robocall mitigation program meeting the FCC's requirements. Furthermore, I certify that no prior certification has been removed by FCC action, nor has Contact Communications been prohibited from filing in the RMD. We have implemented STIR/SHAKEN on the IP portions of our networks.

Contact Communications is located at: 937 W. Main Street Riverton, WY 82501.

Expanded Robocall Mitigation Plan:**1. Voice Service Providers:**

- Contact Communications fulfills our existing obligation to take affirmative, effective measures to prevent new and non-renewing customers from originating illegal calls through contractual provisions with end-users. These provisions include clauses outlining compliance with FCC regulations regarding robocalling and spoofing, as well as obligations to use the provided services lawfully. Upon service disconnect customer numbers are disabled in our systems and inbound and outbound calls are unable to be made from them. We comply with the "know-your-upstream provider" requirements and thoroughly vet upstream providers, for which all of our traffic originates and terminates through Sinch. Should a customer be caught robocalling their numbers are blocked from calling to anywhere, but our office and we proactively reach out to them to work on finding the source of the issues if it is not intentional. All gear is firewalled off and only trusted IPs are able to talk to our voice infrastructure, both from the management side and the traffic and monitoring side.

2. Non-Gateway Intermediate Providers and Voice Service Providers:

- Like gateway providers, we have implemented "know-your-upstream provider" procedures designed to mitigate illegal robocalls. Contractual provisions with end-users and upstream providers ensure compliance with robocall mitigation measures, including obligations to verify the legitimacy of the traffic passed through our networks.

3. Call Analytics Systems:

- Contact Communications utilizes call analytics systems to identify and block illegal traffic. We employ upstream vendors specializing in call analytics for enhanced detection and prevention of illegal robocalls. The primary vendor we utilize for this purpose is Sinch.

Additional Information:

1. Role(s) in the Call Chain:

- Contact Communications operates as a voice service provider, serving both residential and business customers.

2. STIR/SHAKEN Implementation:

- Contact Communications STIR/SHAKEN implementation is completed.

3. Provider's Principals, Affiliates, Subsidiaries, and Parent Companies:

- Contact Communications is a standalone entity and does not have any affiliates, subsidiaries, or parent companies.

4. FCC/Law Enforcement/Regulatory Agency Actions:

- Contact Communications is not currently subject to any FCC, law enforcement, or regulatory agency actions or investigations related to suspected unlawful robocalling or spoofing.

5. Operating Company Number (OCN):

- Contact Communications OCN is 4600.



Brandon Shiers, Engineering Manager

2-26-24

Date