

Craig Botetourt Electric Cooperative (CBEC) Robocall Mitigation Program

47 CFR 64.6305(a):

Robocall mitigation program requirements for voice service providers.

- (1) Each voice service provider shall implement an appropriate robocall mitigation program.
- (2) Any robocall mitigation program implemented pursuant to [paragraph \(a\)\(1\)](#) of this section shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

As a voice service provider (non-gateway, non-intermediary) Craig Botetourt Electric Cooperative (CBEC) and the subsidiary, Bee Online Advantage, has implemented the following Robocall Mitigation Program.

Know your customer or provider

CBEC requires government issued documentation to identify our customers to open an account, and we check the RMD database to ensure that our upstream provider (Alianza Inc, FRN: 13937586) is certified.

Robocall analytics

CBEC has contracted with Alianza to use their proprietary analytics platform to analyze data and report unusual activity.