

Fusion Connect, Inc. & Subsidiaries¹

Robocall Mitigation Program

February 2026 Version

Primary Address:

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¹ See Exhibit A for a list of subsidiaries for which this Robocall Mitigation Program ("RMP") applies, collectively referred to as, "Subsidiaries."



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I. Robocall Mitigation Program Introduction

Pursuant to the applicable orders and regulations of the Federal Communications Commission (“FCC” or “Commission”), this Robocall Mitigation Program (“RMP”) details the procedures of Fusion Connect, Inc. (“Fusion Connect”), a Delaware corporation, FRN 0004383337, and its Subsidiaries (Fusion Connect and Subsidiaries are collectively referred to herein as “Fusion”) to prevent unlawful robocalls from originating, terminating, or being carried or processed on Fusion’s voice networks where it is operating as a Voice Service Provider. Unless defined differently herein, capitalized terms used herein have the same definitions as set forth under 47 C.F.R § 64.6300.²

With this update, Fusion Connect incorporates amendments to its Plan to further document compliance with Commission Caller ID Authentication rules, including those promulgated under the Commission’s *Eighth Report and Order* in its Advanced Methods to Target and Eliminate Unlawful Robocalls proceeding³ and *Eighth Report and Order* in its Call Authentication Trust Anchor proceeding,⁴ and most recently rules promulgated under the *Report and Order* in its Improving the Effectiveness of the Robocall Mitigation Database and Amendment of Part 1 of the Commission’s Rules, Concerning Practice and Procedure, Amendment of CORES Registration System proceedings.⁵

A. Company Summary

The name, title, department, business address, telephone number, and email address of the individual within the company responsible for addressing robocall mitigation-related issues can be found in **Section 10 of this RMP**.

² Within this RMP, Fusion has implemented rules established under the FCC’s *Sixth Report and Order* along with its *Seventh Report and Order*. See *Advanced Methods to Target and Eliminate Unlawful Robocalls; Call Authentication Trust Anchor*, CG Docket No. 17-59, WC Docket No. 17-97, Seventh Report in Order in CG Docket 17-59 and WC Docket 17-97 *et al.*, [FCC 23-37](#), at Appendix A (rel. May 19, 2023) (“*Seventh Report and Order*”); *Advanced Methods to Target and Eliminate Unlawful Robocalls; Call Authentication Trust Anchor*, WC Doc. No. 17-97, Six Report in Order and Notice of Proposed Rulemaking, [FCC 23-18](#), at Appendix A (rel. Mar. 19, 2023) (“*Sixth Report and Order*”).

³ In the Matter of Advanced Methods to Target and Eliminate Unlawful Robocalls; Call Authentication Trust Anchor, CG Docket No. 17-59, WC Docket No. 17-97, Eighth Report in Order, FCC 25-15 (rel. February 28, 2025)

⁴ In the Matter of Call Authentication Trust Anchor, WC Docket No. 17-97, Eighth Report and Order, FCC 24-120 (rel. November 22, 2024). In the Matter of Improving the Effectiveness of the Robocall Mitigation Database Amendment of Part 1 of the Commission’s Rules, Concerning Practice and Procedure, Amendment of CORES Registration System, *Report and Order*, WC Docket No. 24-213, MD Docket No. 10-234, [FCC 24-135](#) (January 8, 2025)

⁵ In the Matter of Improving the Effectiveness of the Robocall Mitigation Database Amendment of Part 1 of the Commission’s Rules, Concerning Practice and Procedure, Amendment of CORES Registration System, *Report and Order*, WC Docket No. 24-213, MD Docket No. 10-234, [FCC 24-135](#) (January 8, 2025)



Fusion is a privately held, U.S.-based corporation and is not owned by any other entity. The Company's principals exert full control over Fusion's operations.

Fusion provides local, intrastate, interstate, and international telecommunications and communications services, as well as enhanced services exclusively to commercial subscribers throughout the U.S. Fusion does not operate under an assumed name. Fusion is not a foreign voice service provider.

Fusion enables mid-market and enterprise clients to globally connect people, data and devices. Fusion offers, among other things, Voice over Internet Protocol ("VoIP") services to retail end user customers and wholesale customers.

Fusion only serves as a Voice Service Provider. It is not an Intermediate Provider (i.e., it is not a Gateway Provider and is not a Non-Gateway Intermediate Provider).

Fusion only serves commercial customers and does not serve residential customers. Fusion's Operating Company Numbers ("OCNs") are provided in Exhibit A. Fusion does not have direct access to telephone numbers from the North American Numbering Plan Administrator (NANPA) and/or the National Pooling Administrator.

B. Certifications

Fusion certifies that it maintains a service provider code token and that its originating calls are authenticated through its third-party caller ID authentication provider, Ribbon Communications, under an established service contract. Fusion's third-party caller ID authenticator utilizes Fusion's service provider token to authenticate all Fusion subscriber originating calls. Fusion has also deployed analytics applications that automatically analyze subscriber traffic for calling pattern anomalies that could be the result of robocalling, subject to further company investigation.

Fusion certifies further that it has not been prohibited from filing in the Robocall Mitigation Database ("RMD"). Fusion also certifies that it has not been subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing. And Fusion certifies that at no time during the prior two years, has Fusion been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient RMD certification or mitigation program description.

In submitting this RMP with the Commission, Fusion has certified that (a) all of the calls it originates on its network are subject to this RMP, (b) its prior certification has not been removed by Commission action, and (c) it has not been prohibited from filing in the RMD by



the Commission.⁶

Pursuant to 47 C.F.R. § 64.6305(d)(1)(i), Fusion has also certified that it has fully implemented STIR/SHAKEN across its entire network and all calls it originates are compliant with 47 C.F.R. § 64.6301(a)(1) and (2).

Pursuant to 47 C.F.R. § 64.6305(d)(1)(ii) and (iii), Fusion's RMP, which has been uploaded into the RMD, reflects the "reasonable steps to avoid originating illegal robocall traffic" and includes "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."

Pursuant to 47 C.F.R. § 64.6305(d)(4)(vi), Fusion's role in the call chain includes being a Voice Service Provider with a STIR/SHAKEN implementation obligation serving end-users.

Pursuant to FCC Rule 64.6305(d)(2)(iv), Fusion states that during the past two years, it (and/or any entity for which Fusion shares common ownership, management, directors, or control) has not been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient RMD certification or RMP description.

II. Robocall Mitigation Program

This RMP applies to Fusion's calling platforms (which are IP-based) and provides information on the topics that are discussed in turn below which detail the specific reasonable steps Fusion is taking to avoid originating, terminating, or carrying or processing illegal robocall traffic:

- (1) Implementing Knowing Your Customer and Upstream Provider Procedures
- (2) Requiring Contractual Provisions to Mitigate Illegal Robocalls
- (3) Validating Customer's Right to Use Telephone Numbers
- (4) Only Accepting Traffic from Providers that Have Affirmatively Filed in the RMD
- (5) Analyzing and Monitoring Network Traffic Routing Through Fusion's Network
- (6) Investigating Suspicious Calling Patterns
- (7) Ensuring Foreign Providers Are Not Using Fusion to Carry or Process High-Volume Illegal Traffic onto the U.S. Network
- (8) Authenticating Voice Traffic
- (9) Responding to Commission, Law Enforcement and Industry Traceback

⁶ 47 C.F.R. § 64.6305(d)(1).



- Group ("ITG") Traceback Requests within 24 Hours
- (10) Designating an Employee Responsible for Addressing Robocall Mitigation-Related Issues
- (11) Updating Fusion's RMD Submission and RMP
- (12) Training
- (13) Do-Not-Originate List
- (14) SIP 603+ Notice Implementation

1. Implementing Knowing Your Customer and Upstream Providers Procedures

The FCC requires that a Voice Service Provider's RMP "describe with particularity" its robocall mitigation techniques as follows: (1) a Voice Service Provider must describe how it is meeting its existing obligation to take affirmative, effective measures to "know its customers" and prevent new and renewing customers from originating illegal calls; and (2) Voice Service Provider must describe any "know-your-upstream provider" procedures in place designed to mitigate illegal robocalls.⁷ To comply with the requirements to describe their "new and renewing customer" and "know-your-upstream provider" procedures, such providers must describe any contractual provisions with end-users or upstream providers designed to mitigate illegal robocalls.⁸ Fusion's contractual provisions with its commercial customers are described in Section 2 below.

When onboarding new or renewing customers, Fusion's Know Your Customer and Upstream Provider procedures ensure that such customers and upstream providers do not or are not likely to engage in any prohibited conduct. As indicated in Section 4, below, if the upstream provider is a Voice Service Provider, Gateway Provider, Non-Gateway Intermediate Provider, Foreign Voice Service Provider, and/or Foreign Intermediate Provider, Fusion confirms that the provider is appropriately listed in the FCC's RMD and has not been delisted pursuant to an enforcement action before accepting traffic from the provider.

⁷ See 47 C.F.R. §§ 64.6305(d)(2)(ii); see also *Sixth Report and Order*, FCC 23-18, ¶ 40; *Seventh Report and Order*, FCC 23-37, ¶¶ 3 & 49.

⁸ See *Sixth Report and Order*, FCC 23-18, ¶ 40 and n.154 (explaining that "[w]e do not expect providers to necessarily submit contractual provisions, but to describe them in general terms, including whether such provisions are typically included in their contracts."); *Seventh Report and Order*, FCC 23-37, ¶¶ 3 & 49 (explaining that "[i]n general, we expect voice service providers will need to exercise due diligence before accepting traffic from an upstream provider, and may want to collect information such as 'obtaining the [voice service provider's] physical business location, contact person(s), state or country of incorporation, federal tax ID (if applicable), and the nature of the [voice service provider's] business. We do not find that collecting this information is either uniformly necessary or sufficient, and voice service providers may need to take additional steps, such as adopting contract terms that allow for termination and acting on those terms in the event that the upstream provider attempts to use the network to carry or process a high volume of illegal traffic.'" While the Commission "do[es] not expect perfection," "all voice service providers must take effective steps, and if a voice service provider carries or transmits a high volume of illegal traffic that primarily originates from one or more specific upstream providers, the steps that provider has taken are not effective and must be modified for that provider to be in compliance with our rules.").



Consistent with Wireline Competition Bureau's Caller ID Authentication Best Practices No. 1⁹ and 47 C.F.R. § 64.1200(n)(4), Fusion vets, among other things, "the identity of retail and wholesale subscribers, in conjunction with (i) approving an application for service; (ii) provisioning of network connectivity; [or] (iii) entering into a contract agreement."¹⁰ By taking the above measures, Fusion takes "affirmative, effective measures to [(1)] prevent new and renewing customers from using its network to originate illegal calls, including knowing its customers and exercising due diligence in ensuring that its services are not used to originate illegal traffic"¹¹ and (2) know its upstream providers.¹²

2. Requiring Contractual Provisions to Mitigate Illegal Robocalls

In satisfaction of the FCC's requirements that a provider "know its customers,"¹³ Fusion's commercial voice service customers are subject to terms and conditions that (1) prohibit customers from using Fusion's services in a manner that "violates any applicable law, rule or regulation"; and (2) preserve Fusion's right to terminate customer's account for violations of the law or customer agreement (which includes Fusion's [Acceptable Use Policy](#) ("AUP")). In particular, Fusion's AUP is incorporated by reference into Fusion's customer agreements, which includes, among other things, a termination clause for violations of any law or regulation applicable to the customer's use of Fusion's services or its equipment. Fusion also retains the right to immediately suspend or terminate service without notice for violations of its AUP.

In most cases, Fusion will endeavor to notify the customer of such violations before taking any action, but as noted, Fusion may act without such notice and without liability to prevent harm or damage to Fusion's, customer's or a third party's property, networks or systems. Customers also are required to agree that Fusion may amend its AUP from time to time without notice, and that the customer is responsible for compliance with the then current version of the AUP.

3. Validating Customer's Right to Use Telephone Numbers

Fusion also employs certain requirements with the hosted PBX and SIP trunking services it offers to its retail end user customers to validate a customer's right to use a telephone number. For Fusion's hosted PBX services, Fusion assigns the end user customer's service name and number for the caller ID and CNAM ("CallerName"), which end user customers

⁹ *Wireline Competition Bureau Issues Caller ID Authentication Best Practices*, WC Docket Nos. 17-97 and 20-324, DA 20-1526, at Appendix A (rel. Dec. 22, 2020) ("FCC's Caller ID Authentication Best Practices"), available at <https://docs.fcc.gov/public/attachments/DA-20-1526A1.pdf>.

¹⁰ *Id.*

¹¹ 47 C.F.R. § 64.1200(n)(4).

¹² See also 47 C.F.R. § 64.6305(d)(2)(ii).

¹³ 64.6305(d)(2)(ii) (which cites the obligation under 47 C.F.R. § 64.1200(n) to "[t]ake affirmative, effective measures to prevent new and renewing customers from using its network to originate illegal calls, including knowing its customers and exercising due diligence in ensuring that its services are not used to originate illegal traffic.").



cannot independently change. For its SIP trunking services, Fusion's business end user customers may modify their telephone number appearing on the caller ID for legitimate business needs only, provided that such customers comply with specific company guidelines.

Moreover, pursuant to Fusion's AUP, Fusion's customers cannot use Fusion's services in any manner that violates any applicable law, rule or regulation. Any violation of Fusion's AUP, such as misuse or illegal spoofing of telephone numbers, can ultimately result in termination or suspension of service.

4. Only Accepting Traffic from Providers that Have Affirmatively Filed in the RMD

In accordance with FCC rules referenced below, Fusion only accepts traffic from providers that at a minimum satisfy the following requirements:

- Accepting traffic from domestic Voice Service Providers. In accordance with 47 C.F.R § 64.6305(g)(1), Fusion accepts calls directly from a domestic Voice Service Provider only if that Voice Service Provider's filing appears in the RMD and that filing has not been de-listed pursuant to an enforcement action.
- Accepting traffic from Foreign Voice Service Providers or Foreign Intermediate Providers. In accordance with 47 C.F.R § 64.6305(g)(2), Fusion accepts calls from Foreign Voice Service Providers or Foreign Intermediate Providers that use NANP resources that pertain to the U.S. in the caller ID field to send voice traffic to residential or business subscribers in the U.S., only if that foreign provider's filing appears in the RMD in accordance with paragraph and that filing has not been de-listed pursuant to an enforcement action.
- Accepting traffic from Gateway Providers. In accordance with 47 C.F.R § 64.6305(g)(3), Fusion accepts calls directly from a Gateway Provider only if that Gateway Provider's filing (a) appears in the RMD, (b) shows that the Gateway Provider has affirmatively submitted the filing, and (c) has not been de-listed pursuant to an enforcement action.
- Accepting traffic from Non-Gateway Intermediate Providers. In accordance with 47 C.F.R § 64.6305(g)(4), Fusion accepts calls directly from a Non-Gateway Intermediate Provider only if that Non-Gateway Intermediate Provider's filing (a) appears in the RMD, (b) shows that the Non-Gateway Intermediate Provider has affirmatively submitted the filing, and (c) has not been de-listed pursuant to an enforcement action.

Fusion's Know Your Upstream Provider procedures involve checking the RMD to see if the Provider's filing (a) appropriately appears in the RMD, (b) shows that the Provider has submitted the applicable filing, and (c) has not been de-listed pursuant to an enforcement action. Because Fusion is only directly connected to providers that are currently and appropriately listed in the RMD, Fusion satisfies the above requirements.



5. Analyzing and Monitoring Network Traffic Routing Through Fusion's Network

Fusion has implemented a Fraud and Robocall Monitoring system that analyzes outbound Call Detail Records ("CDRs") looking for several fraud and robocalling patterns. If the system identifies Robocalling patterns, it will alert Fusion's Network Operations Center ("NOC"). The NOC will review the calls identified as potential robocalls and contact the responsible customers, as applicable. Fusion will work with customers to determine the nature of the suspected robocalls.

As discussed in Section 6, below, if suspicious calling patterns are found, Fusion, after further investigation, takes appropriate action to address such behaviors. If the calls are determined to be illegal robocalls, Fusion's service to the customer will be suspended or terminated. Fusion does not use a third-party analytics vendor(s).

6. Investigating Suspicious Calling Patterns

When analyzing and monitoring call traffic, if Fusion discovers call patterns that are consistent with illegal robocalling, Fusion, after further investigation, takes appropriate action to address such behaviors. Depending on the severity of the conduct and the information/explanation provided by the customer, corrective measures may include (a) suspension, (b) termination, (c) warnings to the customer and efforts to bring the customer within the terms of the governing contract terms and AUP, (d) blocking or throttling traffic, (e) reporting the customer to authorities, where call traffic is confirmed as illegal and potentially damaging to consumers, (f) additional monitoring, and/or (g) such other actions as deemed appropriate in the discretion of Fusion, and consistent with law, regulations, and the governing contract(s) and Fusion's AUP.

7. Ensuring Foreign Providers Are Not Using Fusion to Carry or Process High-Volume Illegal Traffic onto the U.S. Network

Pursuant to 47 C.F.R. § 64.1200(n)(5), Fusion takes reasonable and effective steps discussed under Sections 1-6, above, to ensure that "any originating provider or intermediate provider, foreign or domestic, from which it directly receives traffic is not using the provider to carry or process a high volume of illegal traffic onto the U.S. network."

8. Authenticating Voice Traffic

Pursuant to 47 C.F.R. § 64.6301(a), when operating as a Voice Service Provider, Fusion does the following (1) Authenticates and verifies caller identification information for all SIP calls that exclusively transit its own network; (2) Authenticates caller identification information for all SIP calls it originates and that it will exchange with another Voice Service Provider or Intermediate Provider and, to the extent technically feasible, transmit that call with authenticated caller identification information to the next Voice Service Provider or



Intermediate Provider in the call path; and (3) Verifies caller identification information for all SIP calls it receives from another Voice Service Provider or Intermediate Provider which it will terminate and for which the caller identification information has been authenticated.

9. Responding to Commission, Law Enforcement and ITG Traceback Requests within 24 Hours

Fusion is committed to ensuring that its network is not utilized for the origination, termination, or carrying or processing of unwanted and illegal robocalls. In accordance with the FCC's regulations 47 C.F.R. § 64.1200(n)(1) along with 47 C.F.R. § 64.6305(a)(2) and (d)(2)(iii), Fusion will respond to all traceback requests from the Commission, law enforcement, and the ITG within 24 hours¹⁴ and will cooperate with such entities in investigating and stopping any illegal robocallers that attempt to use Fusion's network and/or services to originate calls. Fusion will take the steps to effectively mitigate illegal traffic when it receives actual written notice of such traffic from the Commission through its Enforcement Bureau and will comply with the requirements of such notice and do so in accordance with the applicable FCC rules.¹⁵

10. Designating an Employee Responsible for Addressing Robocall Mitigation-Related Issues

To further ensure Fusion's network is not utilized for the origination, termination, or carrying or processing of unwanted and illegal robocalls, Fusion provides the following name, title, department, business address, telephone number, and email address of the individual within Fusion that leads Fusion's team that handles robocall mitigation-related issues as well as responds to traceback inquiries from the FCC, ITG, and law enforcement agencies:

Contact Name:	Heath Lamb
Contact Title:	Manager Network Operations Center
Contact Address:	210 Interstate North Parkway, Suite 200
Contact City:	Atlanta
Contact State and Zip Code:	Georgia, 30339
Contact Telephone Number:	(877) 424-1747
Contact Email:	NCC@fusionconnect.com

11. Updating Fusion's RMD Submission and RMP

Consistent with FCC Regulations, 47 C.F.R. § 64.6305(d)(5), Fusion will update its submission in the RMD within 10 business days of any change to the applicable information it must provide and update in the RMD.

¹⁴ This is 24-hour window applies within business days, per rule 47 C.F.R. § 64.1200(n)(1) and as clarified by the Commission. See also FCC 22-36, at n.211.

¹⁵ See 47 C.F.R. § 64.1200(n)(2) and (3).



12. Training

It is Fusion's policy that employees responsible for combating robocalling within Fusion's NOC are trained and educated on Fusion's RMP along with any related implementing procedures and stay appropriately apprised of the latest developments and emerging trends to combat illegal robocalling. Fusion treats this continuing education as a critical piece of its role in the telecommunications ecosystem and its strategic position as a partner in mitigating illegal traffic.

13. Do-Not-Originate List

Pursuant to the Commission's *Eighth Report and Order* in its Advanced Methods to Target and Eliminate Unlawful Robocalls proceeding, Fusion compiles a reasonable do-not-originate list. Fusion's do-not-originate list excludes numbers that are deemed unreasonable for purposes of call origination in accordance with the criteria established pursuant to 47 C.F.R. § 64.1200, as they are discovered.

14. SIP 603+ Notice Implementation

Pursuant to the Commission's *Eighth Report and Order* in its Advanced Methods to Target and Eliminate Unlawful Robocalls proceeding, Fusion is implementing exclusive use of SIP code 603+ to ensure that callers learn when and why their calls are blocked based on reasonable analytics rather than calls blocked from numbers appearing in Fusion's do-not-originate list.

15. Updates

Fusion Connect will ensure that it will update company information contained in the Commission Registration System (CORES) within ten business days from the date when information changes to reflect up-to-date Company information. Further, pursuant to Section 64.6305(h) of the Commission's rules, 47 C.F.R. § 64.6305(h) Fusion Connect affirmatively certifies and will recertify annually, that any information submitted to the Robocall Mitigation Database is true and correct on or before March 1.



Exhibit A

<u>Company Name</u>	<u>FRN</u> <u>(If assigned)</u>	<u>OCN</u>	<u>“Formerly Known As” Names</u>
Fusion Connect, Inc.	0004383337	N/A	Fusion Telecommunications, International, Inc.; Fusion Connect, Inc. Debtor in Possession (FRN: 0028555027)
<u>Subsidiaries of Fusion Connect Inc. for which This RMP Applies</u>			
Fusion Cloud Services, LLC	0005044375 (old 0028591584)	4833,5121,4205, 4327,4328, 4329, 4361, 4197, 186, 4910, 495B, 4961, 5008, 5015, 9766, 4736, 3731, 3138, 3154, 319H, 327H,3290, 332F, 4198, 372F, 5128, 3758, 3788, 3872, 397J,4148, 3642, 9335, 8861,9105, 9106,9222, 9223, 9319, 5081,3290,9319,846C,9352,9 573, 9575, 969Am 9765, 9238, 597C,5174,5317, 5348,5369, 5370, 5390, 8856,562D,8665, 598C, 650B, 658F,732B, 7514, 3135, 5409, 152D, 7139, 0840,0845, 0947, 096H, 137H,1428, 0838,145H,0836, 153D, 155B, 156B,159D, 170H, 3137, 144H, 0646,019C, 020C, 034H, 0393, 043H, 053H, 084D, 0643,1747, 0647, 0648, 0652,0655, 0657, 0660, 054H, 2828, 2460, 2461,2462,2463, 265D, 2720, 1738, 2722, 2457, 291F, 293F, 3094, 3133,3134, 018A, 2721, 206A, 177E, 1851, 1897, 1898, 1899, 194C, 2459,1986, 2458, 215D,2162, 2212, 2435,2441, 3136, 1940	Fusion Telecom of Kansas, LLC (FRN 0003732260); Fusion Telecom of Missouri, LLC (FRN 0003732294); Fusion Telecom of Oklahoma, LLC (FRN 0003732328); and Birch Communications, Inc.
Fusion Telecom of Texas, Ltd., LLP	0003732336	4430, 4737, 8861, 9221, 9473, 3750	Birch Telecom of Texas Ltd., L.L.P.



<u>Company Name</u>	<u>FRN</u> <u>(If assigned)</u>	<u>OCN</u>	<u>"Formerly Known As" Names</u>
Fusion Communications, LLC	0003759602	014F, 019F, 087F, 087G, 206C, 1529, 1768, 1769, 182G, 2490, 2491, 2088, 200F, 230F, 2152, 288E, 604F, 855E, 700E, 884E	Cbeyond Communications, LLC
Fusion, LLC	0004965141	482E, 649E, 650E	Network Billing Systems, LLC