

NexTelco LLC

Robocall Mitigation Plan

NexTelco LLC (“NexTelco”) is dedicated to minimizing the number of illegal robocalls that originate on its network and ensuring that unwanted robocalls do not reach NexTelco end users. This Robocall Mitigation Plan (“the Plan”) outlines the procedures and systems NexTelco has implemented to meet this commitment and comply with Federal Communications Commission (FCC) regulations.

Know Your Customer (KYC) Procedures

NexTelco requires all new and renewing customers to provide accurate and verifiable information, including:

- Legal name, contact details, and corporate identity (if applicable).
- Affirmation of compliance with applicable laws and NexTelco’s Terms of Service.

Customers must update their information periodically, or as required by NexTelco. NexTelco employs automated and manual review processes, using advanced analytics to detect suspicious or invalid customer data.

For resellers, NexTelco mandates the implementation of robust KYC procedures to ensure the identity of their customers and their right to use telephone number resources. NexTelco enforces this through contractual agreements and regular audits.

Know Your Upstream Provider Procedures

NexTelco partners exclusively with a select group of reputable upstream providers. Each provider must:

- Be listed in the FCC Robocall Mitigation Database.
- Comply with all FCC regulations related to robocalls.
- Support traceback efforts to investigate potential illegal call activity.

NexTelco does not accept traffic from unlisted providers and performs ongoing evaluations of upstream provider compliance.

Customer Compliance with Robocalling Rules and Laws

NexTelco’s Terms of Service and Acceptable Use Policy (AUP) require customers to:

- Adhere to federal and state laws governing robocalls, call spoofing, and consent-based communications.
- Prohibit the use of automatic or predictive dialers without proper consent.

Violations of these terms may result in immediate suspension or termination of service, pending investigation.

Active Network Monitoring and Fraud Detection

NexTelco uses a combination of internally developed analytics and third-party tools to monitor its network for suspicious or fraudulent calling patterns. Upon detecting unusual activity, NexTelco:

1. Initiates an immediate investigation.
2. Determines the validity and legality of the traffic.
3. Takes appropriate action, such as restricting, suspending, or terminating service.

These actions are applied consistently and transparently. Customers can appeal decisions via a defined review process.

Additionally, NexTelco offers call-blocking and filtering tools to its end users, empowering them to manage potentially unwanted or illegal calls.

Full and Timely Compliance with Traceback Requests

NexTelco responds to traceback requests within 24 hours in compliance with FCC rules. These requests may originate from the FCC, the Industry Traceback Group, law enforcement, or other voice service providers.

Upon receiving a traceback request or credible complaint, NexTelco:

1. Identifies the call path(s).
2. Determines if the traffic is likely illegal.
3. Implements appropriate measures to stop further illegal activity, such as call blocking or termination of service.

Resellers and upstream providers are contractually obligated to cooperate fully with traceback investigations.

STIR/SHAKEN Implementation

NexTelco has implemented the STIR/SHAKEN framework across its network to authenticate caller IDs and combat call spoofing:

- Calls from NexTelco-assigned numbers are attested as A.
- Calls from third-party numbers are attested as B, unless the customer's right to use these numbers has been verified.

This implementation ensures a high standard of caller ID verification and builds trust among call recipients.

Affiliates and Ownership

NexTelco LLC is privately owned and does not have affiliates engaged in voice service operations. NexTelco has not been the subject of any formal FCC, law enforcement, or regulatory actions or investigations related to illegal robocalling, spoofing, or deficient mitigation practices.

Commitment to Compliance and Continuous Improvement

NexTelco is committed to maintaining a secure and compliant telecommunications network. The Plan will be reviewed and updated regularly to incorporate new technologies, address emerging threats, and ensure full compliance with FCC requirements. NexTelco welcomes collaboration with industry partners to further mitigate illegal robocalls and improve consumer trust in telecommunications services.

Contact Information

For further inquiries or to report suspected robocall activity, please contact NexTelco LLC at:

Email: compliance@nextelco.io

Phone: +1 (877) 358-3532