

AT RoboCall Mitigation Plan 02 2024 v1

AT Communications, LP – d/b/a AT Fiber Networks

Robocall Mitigation Plan

STIR/SHAKEN IMPLEMENTATION

AT Communications, LP – d/b/a AT Fiber Networks (collectively, “AT” or individually, “Company”)
The Company has installed a STIR/SHAKEN solution provided by Neustar. AT provides VOIP and TDM voice services which are covered by the Robocall Mitigation plan described below.

ROBOCALL MITIGATION

Background

The FCC Order lists three affirmative obligations for voice service providers: (1) Respond to traceback requests from the Commission, civil and criminal law enforcement, or the Industry Traceback Consortium; (2) Take steps to effectively mitigate illegal traffic when it receives notification of such traffic from the Commission through its enforcement bureau; and (3) implement effective measures to prevent new and current customers from using its network to originate illegal calls.

1. Traceback:

AT commits to respond within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocallers from using its services to originate calls. Once a traceback request is received, call history records and other tools will be used to investigate the subject calls and obtain information to be turned over the requesting party. The Company will also use customer profile information to aid in analyzing claims of suspected fraudulent calling. The Company will reach out to the customer for explanation if necessary.

Traceback Contact Information: Name	Title	Contact Information
NOC	Network Operations Center	Ph: 416-623-8003 Email: noc@alphatelevoice.com

Shan Shanthan	Vice President of Network Operations	Ph: 416-623-8003 Email: Shan@alphatelevoice.com
Sam Mark	Director of Engineering	Ph: 416-623-8003 Email: Sam@alphatelevoice.com