

Robocall Mitigation Program

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Company Name: One Communications, LLC

Company Address: 2003 S. Horsebarn Road, Suite 8, Rogers, AR 72758
273 County Road 520, Hanceville, AL, 35077

Date: September 1, 2025

1. Company Overview

One Communications, LLC is a telecommunications provider delivering voice services to customers across the United States.

Our mission is to provide high-quality, reliable voice services while protecting the integrity of the voice network and ensuring that our systems are not used to originate, carry, or terminate unlawful robocall traffic.

We actively monitor our network, vet our customers, and deploy industry-standard call authentication and mitigation measures. This program outlines the policies, procedures, and practices we follow to prevent and respond to illegal robocall traffic.

2. STIR/SHAKEN Implementation Status

One Communications, LLC has fully deployed **STIR/SHAKEN call authentication** across all IP-based interconnections where technically feasible through its underlying provider Viirtue, INC.

- Calls originated on our IP network are signed using STIR/SHAKEN standards.
- We verify the authentication of incoming SIP calls from other providers.
- For calls that transit networks where STIR/SHAKEN cannot be applied (e.g., legacy TDM interconnections), we apply additional robocall mitigation procedures described in Section 3.

This ensures compliance with FCC requirements and supports industry-wide efforts to combat caller ID spoofing and illegal robocalls.

3. Robocall Mitigation Practices

3.1 Customer Vetting and Onboarding

To prevent unlawful traffic from entering our network, One Communications, LLC employs rigorous customer vetting procedures before provisioning services:

- **Identity Verification** – All customers must provide government-issued identification or verifiable business registration documents.
- **Address and Contact Verification** – We validate customer addresses, billing information, and contact methods.
- **Service Screening** – We review intended use cases for voice services to ensure they are consistent with lawful, legitimate business operations.
- **Risk-Based Review** – Customers with higher call volume needs are subject to enhanced due diligence and approval.

- **Refusal of Service** – We deny service to applicants who cannot be verified or who present risk factors associated with unlawful robocalling.

3.2 Call Traffic Monitoring and Analytics

Once customers are onboarded, we continuously monitor call traffic to identify abnormal or potentially unlawful activity:

- **High-Volume Short-Duration Calls** – Flagged and reviewed.
- **Anomalous Call Patterns** – Including excessive calls to unassigned numbers or rapid sequential dialing.
- **Spoofed or Invalid Caller IDs** – Blocked or investigated.
- **Threshold Alerts** – Automatic alerts are generated if traffic exceeds predefined limits.
- **Manual Review** – Compliance staff may perform additional analysis of flagged traffic.

3.3 Complaint Handling and Traceback Participation

One Communications, LLC actively participates in the **Industry Traceback Group (ITG)** and responds promptly to traceback requests:

- All traceback requests are investigated within **24 hours**.
- We identify the source of suspicious traffic and take corrective action as needed.
- We maintain a dedicated abuse contact at **abuse@one-comm.com** for law enforcement, industry traceback, and customer complaints.
- Customers confirmed to originate illegal robocalls are immediately suspended or terminated.

3.4 Call Blocking and Mitigation

We apply blocking and mitigation measures in accordance with FCC rules:

- **Automatic Blocking** – Calls with invalid, unallocated, or malformed caller IDs may be automatically blocked.
- **Suspicious Traffic Review** – Calls flagged by analytics are investigated prior to allowing continued service.
- **Corrective Actions** – Customers generating unlawful or suspicious traffic are warned, suspended, or terminated based on severity.

4. Enforcement Measures

One Communications, LLC enforces this program consistently to deter unlawful robocalling:

- **Warning Notices** – Issued to customers upon first identification of suspicious activity.
- **Traffic Restrictions** – Imposed until issues are resolved.
- **Account Suspension/Termination** – Applied for confirmed or repeat violations.
- **Reporting** – Cooperation with FCC, ITG, and law enforcement agencies on enforcement actions.

5. Ongoing Program Review and Compliance

This Robocall Mitigation Program is reviewed annually and updated as required to remain compliant with FCC regulations and industry best practices.



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- **Annual Review** – The compliance team reviews policies and monitoring tools.
- **Technology Updates** – New mitigation technologies and industry tools are evaluated for deployment.
- **Employee Training** – Staff responsible for provisioning and monitoring services receive ongoing training on robocall mitigation practices and FCC rules.

6. Contact Information

Robocall Mitigation Point of Contact

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