



Updated: December 9, 2025

Robocall Mitigation Plan

LOOP BROADBAND

Loop Broadband LLC d/b/a Loop Internet, Loop, and Greenlight Networks with a principal location of 104 Wyoming Street, Scranton PA, 18503 provides phone services to its residential and business customers in compliance with 47 CFR § 64.6305. Loop's FCC Registration Number or FRN is 0037573078. Loop is committed to preventing illegal robocall activity and prohibits all customers from using Loop's service to do so.

ROBOCALL MITIGATION

This plan is being submitted in accordance with the order adopted by the Federal Communications Commission (FCC) for providers to prevent and respond to illegal robocalls. Loop considers this plan reasonable to avoid the origination of illegal robocalls on its network and in addition, Loop commits to responding to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG), and to cooperate with such entities in investigating and stopping any illegal robocallers that may use its service to originate calls.

STIR/SHAKEN IMPLEMENTATION

Loop currently utilizes Bandwidth.com to originate calls. The provider has a complete STIR/SHAKEN Implementation. Authorized calls are signed on our behalf by the gateway provider with full or "A" attestation. Bandwidth's STIR/SHAKEN information can be located here: <https://www.bandwidth.com/understanding-stir-shaken>. Bandwidth implemented STIR/SHAKEN in their network in December 2019. They have established interoperability with major carriers and other enhancements that supports STIR/SHAKEN.

TRACEBACK REQUESTS & REPORTS OF ROBOCALLING

Loop will respond in no more than 24 hours to all law enforcement inquiries, Commission requests, 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. Traceback requests and reports of illegal robocalling can be made by contacting Loop's Customer Support Center at 888-808-5667 or via e-mail at support@loopinternet.com. Upon receipt of a complaint, a ticket will be opened for tracking purposes and routed to Loop's voice engineers. Engineers will research and respond to the inquiry. Should involvement of the gateway provider be needed, a ticket will be opened with Bandwidth as required to complete the request.

ILLEGAL TRAFFIC MITIGATION

Loop by default denies all voice traffic to its network without explicit permission. Credentials are required for each voice device to originate calls. Customer's originating/receiving voice traffic are additionally authenticated by IP address. Loop must authorize each IP address on its firewall to allow voice traffic. Loop expressly prohibits the use of its network for robocalling. Loop conducts automated network surveillance that alerts engineers when a potential anomaly is detected with voice traffic. In the event this activity is detected, Loop will immediately suspend service and conduct an investigation. If end customers do not comply with Loop's request to halt the activity, Loop will terminate the customer's service in alignment with applicable laws and regulations.

ADDITIONAL PREVENTION

Loop only provides voice service to locations its employees and/or contractors have physically visited and installed voice services.

LOOP POLICIES

A copy of Loop's current policies can be provided upon request or via our website at: <https://loopinternet.com/legal-hub/>.

CERTIFICATION OF NO PRIOR ACTION

Loop certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission.

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Kevin Espinosa, General Counsel