

Lebanon Phone Center & Alarm Inc.

Robocall Mitigation Plan

1. Introduction

Lebanon Phone Center & Alarm Inc. is committed to protecting its customers and the broader public from illegal and unwanted robocalls. This Robocall Mitigation Plan outlines the policies, practices, and technologies LEBANON PHONE CENTER & ALARM INC. has implemented in compliance with the FCC's rules to prevent the origination and transmission of unlawful robocalls, spoofed calls, and calls that violate industry best practices.

consistent with 47 CFR § 64.6305(a).

2. Overview of Business Model

LEBANON PHONE CENTER & ALARM INC. is a telecommunications service provider offering voice services, alarm connectivity, and business phone solutions. We provide service to residential and business customers primarily in Lebanon, Missouri and surrounding areas.

3. Robocall Mitigation Policies

3.1 Customer Authentication

LEBANON PHONE CENTER & ALARM INC. requires all new customers to complete identity verification ("KYC" Know your customer) prior to service activation. We maintain a process to validate:

- Full legal name
- Physical address
- Billing information
- Contact phone and email

We will reject or further vet applications with incomplete or inaccurate data.

3.2 Terms of Service

Our Acceptable Use Policy (AUP) expressly prohibits:

- Illegal robocalling
- Spoofing of telephone numbers without authorization
- Use of our network for fraudulent or unsolicited autodialed calls

Violations may result in suspension or termination of service and referral to authorities.

4. Network Monitoring & Analysis

LEBANON PHONE CENTER & ALARM INC. voice services are provided by **Rinlogix** and **Talking Platforms**. Lebanon Phone Center & Alarm Inc. does not own or operate any voice switching equipment, lacks control over the network necessary to implement STIR/SHAKEN.

To detect, analyze, and mitigate suspicious calling patterns, Lebanon Phone Center & Alarm Inc. relies on the upstream providers.

4.1 Rinlogix Monitoring Tools

Rinlogix provides the following controls:

- Real-time call pattern analysis
- Threshold alerts for abnormal call volumes
- Call origin and destination analytics

4.2 Talking Platforms Tools

Talking Platforms offers:

- Call detail record (CDR) examination
- Automatic blocking of calls flagged as high risk
- Integration with industry databases to screen bad actors

5. Mitigation Procedures

5.1 Response

Upon identifying suspect traffic:

- LEBANON PHONE CENTER & ALARM INC. will contact the customer phone number on file for verification.
- If the customer fails to verify legitimate use, traffic may be suspended.
- Persistent or confirmed illegal activities are blocked and escalated.

6. Caller ID Authentication

LEBANON PHONE CENTER & ALARM INC. will support industry initiatives such as **STIR/SHAKEN** (where applicable) to ensure accurate caller ID and reduce spoofing.

Our upstream carriers do not allow outbound caller ID assignments other than numbers in the customers number inventory.
