

Robocall Mitigation Program Description

Delmarva Fibercom LLC (Hosted Voice Reseller)

1. Overview

Delmarva Fibercom LLC operates as a reseller of hosted voice services. We do not maintain our own switching infrastructure and do not directly originate or route calls over facilities we control. All call authentication, STIR/SHAKEN signing, call routing, and network-level robocall mitigation functions are performed by our upstream carrier partner, Coredial. This Robocall Mitigation Program describes the policies and procedures we maintain as a reseller to prevent the use of our services for illegal robocalling.

2. STIR/SHAKEN Implementation Status

STIR/SHAKEN is fully implemented by Coredial on all IP-based traffic. As a reseller, Delmarva Fibercom LLC relies on Coredial's authenticated call delivery, analytics, and network-level protections. For any legacy or TDM interconnections handled by Coredial, their mitigation procedures apply.

3. Robocall Mitigation Practices

A. Know-Your-Customer (KYC) Procedures

Delmarva Fibercom LLC maintains strict customer vetting processes, including identity verification, review of intended use cases, contractual prohibitions against illegal robocalling, and ongoing monitoring of customer behavior.

B. Traffic Monitoring & Analytics

Although network-level analytics are performed by Coredial, Delmarva Fibercom LLC monitors customer usage patterns for signs of misuse, including high-volume short-duration calling, sudden traffic

spikes, or suspicious caller ID behavior. Any anomalies are escalated immediately.

C. Call Blocking & Remediation

Coredial performs call blocking for invalid, unassigned, or spoofed caller IDs. When suspicious or illegal traffic is detected, Delmarva Fibercom LLC investigates the customer, coordinates with Coredial, and may suspend or terminate service.

4. Cooperation With Traceback Requests

Delmarva Fibercom LLC fully cooperates with the Industry Traceback Group (ITG), the FCC, and law enforcement. We respond to all traceback requests within 24 hours and work with Coredial to identify and remediate any illegal traffic.

5. Ongoing Compliance & Enforcement

We maintain an active compliance program that includes staff training, documentation of investigations, and regular updates to mitigation procedures. We also review Coredial's ongoing compliance measures to ensure alignment.

6. Compliance Contact

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