

Robocall Mitigation Compliance with the TRACED Act

Countryside Broadband LLC (the “Company”) is committed to full cooperation with the Federal Communications Commission (FCC), applicable law enforcement agencies, and the industry traceback consortium to investigate and prevent unlawful robocalling activity. The Company will take all appropriate and reasonable measures to ensure its network is not used to originate or transmit illegal robocalls within the United States and its territories.

Traceback Cooperation

The Company agrees to respond promptly, and in no event later than 24 hours, to all traceback requests received from the Industry Traceback Group (ITG), the TPTG, the FCC, or authorized law enforcement authorities. The Company shall cooperate in good faith with such entities to investigate, identify, and mitigate any illegal robocalling activity associated with its network.

Upon formal written notification from the FCC’s Enforcement Bureau identifying illegal traffic, the Company shall take immediate action to block such traffic, as well as any substantially similar traffic, on an ongoing basis, unless the Company’s internal investigation reasonably concludes that the traffic is lawful. In such cases, the Company will provide the Enforcement Bureau with a written explanation detailing the basis for its determination and the investigative steps undertaken.

Know Your Customer (KYC)

The Company maintains and enforces a comprehensive Know Your Customer (KYC) policy designed to verify the legitimacy and operational integrity of its customers. This policy includes, but is not limited to, the following measures:

Verification of each customer’s business identity and operational legitimacy.

Ongoing monitoring of customer call volumes and usage patterns to detect anomalous activity consistent with robocalling behavior.

Routine analysis of traffic patterns to identify and prevent potentially abusive or unlawful communications.

Verification of all new customers through a combination of automated and manual review processes, including credit evaluations, industry references, and prior business relationships where applicable.

Restriction of account capabilities for new customers until all required verification and risk-assessment procedures have been satisfactorily completed.

Know Your Upstream Providers

The Company conducts due diligence to ensure that all upstream service providers adhere to FCC Robocall Mitigation Database (RMD) requirements and applicable regulatory standards.

The Company's upstream provider is:

VergeTel Networks LLC (RMD0026147)
878 Washington Street, Unit #1208
Attleboro, MA 02703
fcc-regulatory@vergetelnetworks.com
+1 (774) 643-2875

Call Abuse Policy

The Company reserves the unequivocal right to refuse, suspend, or terminate traffic from any party where robocalling, number spoofing, unauthorized number usage, or other abusive calling practices are detected or reasonably suspected.

The Company may, at its sole discretion, block originating numbers, terminating numbers, trunks, routes, or entire customer accounts as necessary to protect the integrity of its network. This includes the immediate suspension or termination of services to prevent the transmission of illegal robocalls, spoofed caller ID information, or any traffic in violation of applicable laws or regulations.