



Robocall Mitigation Plan

About:

- This robocall mitigation plan is for Vero Fiber Networks.
- All calls originating from Vero Fiber Networks voice network are subject to this robocall mitigation plan.

RMD Filing Eligibility:

- Vero Fiber Networks has not been prohibited from filing a certification in the Robocall Mitigation Database.
- Vero Broadband has not been subject to a commission, agency, or law enforcement action for illegal robocalling or spoofing.

Know Your Customer Procedures:

- Vero Fiber Networks takes reasonable steps to prevent new and renewing customers from originating illegal calls.
- Vero Fiber Networks collects customer information to help prevent illegal originating traffic. Information including, but not limited, to physical business location, contact person(s), state or country of incorporation, federal tax ID (if applicable), and the general nature of the business is collected.
- Vero Fiber Networks' service agreements and Acceptable Use Policy prohibit customers from illegal activity. Vero Fiber Networks reserves the right to suspend or terminate service for engaging in prohibited practices.

Know Your Upstream Provider Procedures:

- Vero Fiber Networks has verified that our upstream providers have a certification in the Robocall Mitigation database. Vero Fiber Networks will not accept voice traffic from an unregistered upstream provider.

Traceback:

- Vero Fiber Networks responds within 24 hours to all traceback requests from the Commission, law enforcement, and the registered traceback consortium. Vero Fiber Networks cooperates fully with such entities in investigating and stopping any illegal robocallers that use our service to originate, carry, or process illegal robocalls

Call Analytics:

- Vero Fiber Networks uses call analytics software to monitor outbound voice traffic to prevent the origination or transit of illegal robocalls.
- Vero Fiber Networks investigates any identified suspicious calls to determine if the caller or upstream provider was attempting to originate or transit unlawful robocalls.
- Vero Fiber Networks reserves the right to suspend or terminate service if it is determined that the traffic was likely unlawful.

STIR/SHAKEN:

- Vero Fiber Networks provides resold VoIP voice services where upstream providers are responsible for and provide the required STIR/SHAKEN framework.