



Robocall Mitigation Plan

Mainstream Fiber offers interconnected VoIP services through the resale of services of Level365 Holdings LLC ("Level365") and Bicom Systems SAS ("Bicom"). While Mainstream Fiber necessarily relies on the robocall mitigation policies, procedures, and safeguards instituted by Level365 and Bicom, Mainstream Fiber has also adopted this robocall mitigation plan to take its own measures to limit the potential for the origination of unlawful robocalls by its customers.

Mainstream Fiber commits to respond fully and within 24 hours to all traceback requests from the Industry Traceback Group ("ITG"), law enforcement, and government agencies, and to cooperate with such entities in investigating and stopping any suspected illegal robocallers' attempt to use our service to originate calls. Mainstream Fiber is also committed to cooperating with its wholesale providers on traceback requests.

Level365 and Bicom offer STIR/SHAKEN services, and outbound traffic is verified through them. Mainstream Fiber has confirmed that Level365 and Bicom are registered in the FCC's Robocall Mitigation Database.

Mainstream Fiber is a small voice service provider, serving fewer than 1,000 voice service subscriber lines. We are a small voice service provider serving customers in Indiana. We know our customers by name and we have a direct relationship with them based on our personalized service.

Re: Specific Measures to Identify and Prevent Illegal Robocalls

Customer due diligence

Mainstream Fiber conducts due diligence on new and renewing customers, confirming the customer's identity. Mainstream Fiber also confirms the customer's service address.

- Mainstream Fiber verifies customer information when contracts are renewed, or services are added.
- Mainstream Fiber verifies the customer's identity and their right to use the telephone number presented on calls.
- Mainstream Fiber will not provide services if a new customer's identity cannot be verified.
- It is the policy of Mainstream Fiber to determine circumstances by which it will deny, suspend, or terminate service to a customer, such as for suspicious robocall traffic.

Measures to Prevent or Avoid the Origination of Illegal Robocalls

- Mainstream Fiber also has in place policies designed to detect and prevent fraudulent traffic on its network.
- If contacted, Mainstream Fiber will take immediate measures to block the offending traffic and communicate with the customer.
- Mainstream Fiber has sole control on Caller ID presentation, so that endpoints cannot change the caller ID number.
- Mainstream Fiber necessarily relies on its wholesaler provider's use of call analytics systems to identify and block unlawful robocall traffic as set forth in their robocall mitigation plan on file with the FCC.
- Level365 and Bicom are both listed in the FCC's Robocall Mitigation Database and report in their publicly filed Robocall Mitigation Database plans that they have fully integrated STIR/SHAKEN. Level365 reports that it uses 24/7 real-time traffic monitoring tools to detect and address abnormal call patterns, and that it investigates and analyzes suspicious traffic patterns to identify potential threats. Bicom reports that it strictly prohibits caller ID spoofing on termination services provided to its customers.

Re: Future Technological Advances and Upgrades for STIR/SHAKEN

- Mainstream Fiber will continue to monitor the industry for any technological advancements or upgrades in the implementation of STIR/SHAKEN including participating in relevant classes and online webinars.
- Mainstream Fiber commits that if our SIP Carrier or PBX platform have any upgrades available to further or better implement STIR/SHAKEN, then we will investigate and deploy these options.
- Mainstream Fiber is committed to protecting our customers from illegal robocalls by utilizing the most effective resources available that are compatible with our network and are financially reasonable.

Re: Other Robocall Mitigation Methods for Customers

- Mainstream Fiber has provided our customers with call Blacklist capability, and will process blacklist requests.
- Mainstream Fiber Monitors registrations by IP address, and unsolicited registration attempts are monitored and blacklisted.