

Robocall Mitigation Plan (RMD)

Company Name: Crowsnest Broadband LLC

FCC FRN: 0028543437

1. STIR/SHAKEN Implementation

Crowsnest Broadband LLC has implemented STIR/SHAKEN authentication for all IP-based voice traffic in accordance with the requirements of the TRACED Act and FCC rules.

All SIP-based outbound voice traffic originating on the Crowsnest Broadband network is authenticated using the STIR/SHAKEN framework, and appropriate attestation levels are applied based on the level of trust associated with the originating customer.

Crowsnest Broadband relies on its underlying voice service platform provider to facilitate STIR/SHAKEN call authentication and verification within the IP network.

2. Robocall Mitigation Procedures

Crowsnest Broadband takes reasonable and appropriate steps to prevent the origination and transmission of illegal robocalls on its network.

These steps include monitoring voice traffic patterns for unusual or suspicious call activity, investigating customer complaints related to potential robocalling, enforcing acceptable use policies prohibiting illegal robocalls, and taking corrective action including suspension or termination of services if customers are found to be originating illegal robocalls.

3. Know Your Customer (KYC) Procedures

Crowsnest Broadband maintains Know Your Customer procedures to ensure that voice services are only provided to legitimate customers.

Customer onboarding includes verification of customer identity, billing information, service address, and contact information. Business customers may be subject to additional verification.

4. Traffic Monitoring and Enforcement

Crowsnest Broadband monitors voice traffic for indicators of illegal robocalling or spoofing behavior. Indicators may include unusually high call volumes, short call duration patterns, sequential dialing patterns, and repeated complaints regarding specific numbers.

If suspicious activity is detected, Crowsnest Broadband will investigate the source of the traffic, contact the customer if appropriate, require remediation steps, and suspend or terminate service if illegal activity is confirmed.

5. Cooperation with Industry Traceback Efforts

Crowsnest Broadband cooperates with law enforcement agencies, regulators, and industry traceback organizations, including the U.S. Telecom Industry Traceback Group, when investigating suspected illegal robocalls.

Traceback requests are reviewed promptly and appropriate information is provided consistent with applicable laws and privacy requirements.

6. Compliance Commitment

Crowsnest Broadband LLC is committed to complying with all FCC robocall mitigation requirements and will update its Robocall Mitigation Database filing as necessary to reflect any changes to its mitigation practices.