

Company Name: Loudoun County Fiber, LLC
DBA (if applicable): Cladded Glass
FCC Registration Number (FRN): 0030950943
Company Type: Voice Service Provider
Contact Name: Warren Van Der Merwe
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Contact Phone: 571-410-5811
Date: 03/26/2026

1. Overview

Cladded Glass is a small business that provides fiber internet and home phone service. We are committed to preventing the origination and transmission of illegal robocalls and complying with all applicable FCC regulations.

2. STIR/SHAKEN Implementation Status

- ☒ Fully implemented STIR/SHAKEN
- ☐ Partially implemented STIR/SHAKEN
- ☐ Not implemented

Explanation:

We fully comply with the STIR/SHAKEN process. We manage all aspects of our users's phone service, this to include caller id settings.

3. Robocall Mitigation Practices

If STIR/SHAKEN is not fully implemented across all traffic, Cladded Glass employs the following mitigation measures:

- **Traffic Monitoring & Analytics:**
We monitor outbound and inbound traffic using [analytics tools/software] to identify suspicious calling patterns.
- **Know Your Customer (KYC):**
We vet all customers prior to onboarding, including identity verification and review of intended use cases.
- **Call Blocking & Filtering:**
We block or restrict traffic associated with illegal or suspicious robocalling activity.

- **Traceback Cooperation:**
We respond promptly to traceback requests from the U.S. Telecom Industry Traceback Group and other authorized entities.
- **Complaint Handling:**
We investigate and respond to consumer complaints related to robocalls in a timely manner.

4. Mitigation of Non-Signed Traffic

For any traffic that is not authenticated using STIR/SHAKEN, we apply additional scrutiny, including:

- Enhanced monitoring
- Origin verification procedures
- Traffic restrictions where necessary

5. Upstream Provider / Customer Management

We take steps to ensure that upstream providers and customers comply with robocall mitigation requirements:

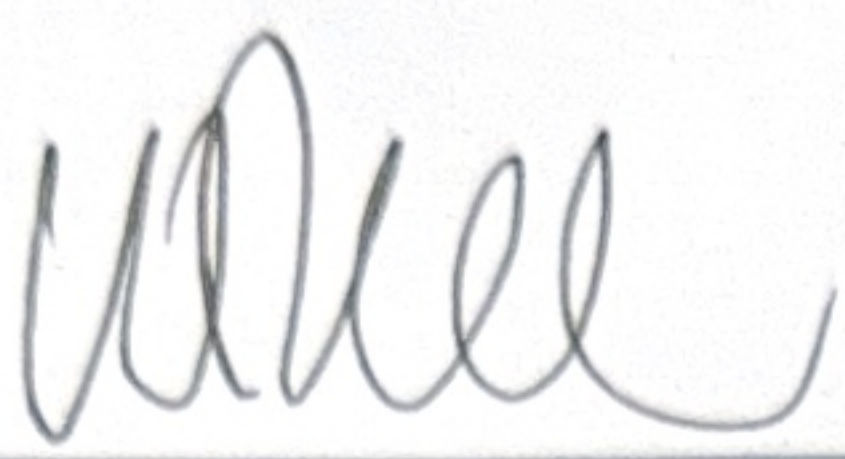
- Maintain records of customer identities
- Require contractual compliance with anti-robocall policies
- Terminate or suspend non-compliant customers

6. Record Keeping and Compliance

We maintain records of our mitigation practices, customer onboarding, and traffic monitoring activities. These records are retained in accordance with FCC requirements and made available upon request.

7. Certification

I, Warren Van Der Merwe, certify under penalty of perjury that the information contained in this Robocall Mitigation Program Description is true and correct to the best of my knowledge.

Signature: 

Name: Warren Van Der Merwe

Title: Owner

Date: 03/26/2026