

Heartland HighSpeed Fiber LLC -- Robocall Mitigation Plan

Heartland HighSpeed Fiber LLC has implemented a robocall mitigation program designed to prevent the origination and transmission of illegal robocalls.

We utilize STIR/SHAKEN authentication where technically feasible. For traffic not subject to STIR/SHAKEN, we employ alternative mitigation measures including:

- Customer vetting procedures for all voice service customers
- Monitoring of call traffic patterns for anomalies such as high-volume, short-duration calls
- Use of industry traceback processes in coordination with our telco partners and providers.
- Immediate investigation and remediation of suspected illegal traffic, including suspension or termination of service

We do not knowingly originate illegal robocalls and take proactive steps to prevent bad actors from accessing our network.