



Everfast Fiber Networks LLC
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Robocall Mitigation Program Description

Everfast Fiber Networks LLC

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Introduction

Everfast Fiber Networks LLC implements a comprehensive Robocall Mitigation Program designed to reduce the origination and transmission of illegal robocalls. We are committed to complying with all applicable FCC rules and industry best practices to detect, prevent, and mitigate unlawful voice traffic.

Caller Authentication

Our network implements STIR/SHAKEN via our 3 Party, Sinch/Intelliquest. Calls that can be authenticated are signed and verified in accordance with current industry standards. For traffic that cannot support STIR/SHAKEN, alternative screening procedures are applied.

Customer Due Diligence

Prior to provisioning voice services, we perform reasonable due diligence on prospect customers.

This may include:

Verification of customer identity and validation of business registration.

Know Your Customer (KYC) procedures exercised; Sales are done in person with client.

VOIP Engineering review of intended service usage.

Evaluation of potential robocalling risk.

High-risk applicants will be subject to additional review or may be denied service.

Traffic Monitoring

Our network is monitored for indicators of illegal robocalling and traffic anomalies.

Monitoring includes:

Unusually high call volumes detected by MACC billing analytics platform.

Short-duration call patterns.

Sequential or predictive dialing behavior.

3rd Party (Sinch/Intelliquest) notification of abuse.

Complaints received from customers, carriers, or regulators.

Automated and manual review processes are used to investigate suspicious activity.

Response to Suspected Illegal Traffic

When suspicious or illegal traffic is identified, we promptly investigate the source. Depending on the findings, corrective actions may include:

Contacting the customer for explanation.

Temporary suspension of affected services.

Blocking specific call traffic.

Immediate termination of service for confirmed violations.

Cooperation with upstream and downstream providers.

Cooperation with law enforcement and regulatory agencies when appropriate.

Program Review

This Robocall Mitigation Program is reviewed annually and/or updated as necessary to address evolving FCC requirements, industry best practices, emerging robocall threats, and technological developments.

Everfast Fiber Networks LLC remains committed to protecting consumers, preserving the integrity of the public switched telephone network, and preventing the transmission of illegal robocalls through our network