

Decorah Telecommunications Utilities Board d/b/a Decorah Fiber Robocall Mitigation Plan FRN: 0038213435

Website: www.decorahfiber.gov

Robocall Mitigation Program Decorah Telecommunications Utilities Board d/b/a Decorah Fiber ("Decorah Fiber") has implemented this Robocall Mitigation Plan to detect, prevent, and mitigate illegal robocalls and unlawful caller ID spoofing pursuant to 47 CFR §§ 64.6303 through 64.6305. Decorah Fiber provides interconnected VoIP services to residential and business customers utilizing wholesale voice services provided through its underlying service providers. Decorah Fiber maintains customer verification, traceback response, and robocall mitigation procedures designed to help prevent unlawful robocall traffic and caller ID spoofing.

Know Your Customer Procedures Decorah Fiber maintains procedures to reasonably verify the identity of residential and business customers before activating voice services. Decorah Fiber takes reasonable steps to know the identity of its customers, verify authorization to use telephone numbers presented as caller ID, and investigate suspected misuse of its voice services, including unlawful caller ID spoofing. Decorah Fiber maintains customer records and onboarding processes designed to support compliance with applicable laws, regulations, and industry best practices.

STIR/SHAKEN Decorah Fiber utilizes STIR/SHAKEN caller ID authentication through its underlying wholesale voice provider. Caller ID authentication and call signing are performed through Decorah Fiber's underlying provider in accordance with applicable FCC requirements and industry standards where technically feasible. Decorah Fiber maintains procedures designed to ensure that customers are authorized to use telephone numbers presented as caller ID and works with its underlying provider to address suspected spoofing or misuse.

Robocall Mitigation Procedures Decorah Fiber maintains procedures designed to identify, investigate, and mitigate suspected illegal robocall activity and unlawful caller ID spoofing associated with its voice services. Decorah Fiber utilizes information available through customer complaints, traceback requests, notifications from service providers, and other available monitoring resources to identify potentially suspicious calling activity. Decorah Fiber relies in part on the robocall mitigation, call authentication, fraud detection, and traffic monitoring capabilities of its underlying wholesale voice provider. When potentially unlawful calling activity is identified, Decorah Fiber will investigate the matter and may take appropriate action, including customer notification, traffic restrictions, suspension of

service, or termination of service, as warranted. Decorah Fiber reserves the right to discontinue service to any customer determined to be originating, facilitating, or transmitting illegal robocall traffic, unlawful caller ID spoofing, or other unlawful communications.

Traceback Cooperation Decorah Fiber is committed to cooperating with the Federal Communications Commission, federal and state law enforcement agencies, the Industry Traceback Group, and other authorized investigators. Decorah Fiber will respond promptly to traceback requests and related investigations and will cooperate in identifying and mitigating illegal robocall traffic that may originate on its network.

Traceback Contact Email: acentek@decorah.iowa.gov

Robocall Mitigation Contact Chopper Albert

IT Director

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Compliance and Updates Decorah Fiber is not currently the subject of any FCC, law enforcement, or regulatory enforcement action involving suspected unlawful robocall or caller ID spoofing activity. Decorah Fiber will periodically review this Robocall Mitigation Plan and will update its Robocall Mitigation Database certification and related filings as required by FCC rules and applicable regulatory requirements.

Officer Certification I, the undersigned authorized representative of Decorah Telecommunications Utilities Board d/b/a Decorah Fiber, certify under penalty of perjury that:

1. I am authorized to make this certification on behalf of Decorah Telecommunications Utilities Board.
2. The information contained in this filing is true, correct, and complete to the best of my knowledge and belief.
3. Decorah Fiber has implemented STIR/SHAKEN caller ID authentication through its underlying wholesale voice provider, which authenticates and signs customer-originated traffic where required and technically feasible under applicable FCC rules.

4. Decorah Fiber maintains an appropriate robocall mitigation program, customer verification procedures, numbering authorization controls, and monitoring processes designed to prevent the origination and transmission of illegal robocalls and unlawful caller ID spoofing.
5. Decorah Fiber takes reasonable steps to know its customers, investigate suspicious traffic, and mitigate unlawful robocalling activity.