

HAYNEVILLE TELEPHONE COMPANY, INC. ROBOCALL MITIGATION PLAN

Hayneville Telephone Company, Inc. (Hayneville) is a small/rural carrier eligible for the STIR SHAKEN extension granted to small voice service providers with fewer than 100,000 voice subscriber lines under 47 CFR § 64.6304.

Hayneville has implemented the following Robocall Mitigation Plan to detect and prevent unlawful robocalls from originating on its network as of June 2021.

All calls that originate on Hayneville's network are subject to the described robocall mitigation program.

Hayneville Telephone Company, Inc. ("Hayneville") blocks calls originating from numbers that are not valid North American Numbering Plan (NANP) numbers, known numbers not allocated to a provider and numbers not assigned to a Hayneville subscriber or otherwise set aside for outbound call use. Hayneville does not permit subscribers or SIP trunk users to place outbound calls from "unscreened" numbers. Hayneville does not allow a customer to place an outbound call using a telephone number unless they have ported the telephone number to Hayneville, or else they have ordered a new telephone number provided exclusively by Hayneville.

Using vendor services, Hayneville monitors long-distance originating network traffic for suspicious or abnormal call volume or activity. Long Distance Calls that meet the below qualifying factors are investigated internally to determine if the calls are legitimate or unlawful:

- High-volume voice network traffic
- Large bursts of calls in a short timeframe
- High-volume calls to premium destinations

When suspicious activity is detected, the Network Operations Center & Engineering Team is notified, who investigates suspicious outbound calling activity.

[Traceback](#)

Hayneville puts a high priority on cooperation with traceback requests initiated by the FCC-Authorized Industry Traceback Group. Hayneville is committed to cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that we learn are using our service to originate calls.

Customers are required to assist in traceback investigations. Hayneville has a single point of contact designated to handle traceback requests and coordinate with outside investigations.

Know Your Customer Policies

Hayneville services small and medium businesses and residential customers, as well as municipalities. Hayneville does not have VoIP wholesale customers. Hayneville does not allow foreign entities (i.e., those based permanently outside the United States) to connect directly to the network to place outbound calls. However, US-based clients may travel to use services outside the United States in compliance with laws and regulations. To prevent spoofing, Hayneville collects and verifies information for each commercial customer, including details such as the physical business location, contact persons, and federal tax ID. Hayneville verifies government-issued identification for every customer.

Call Routing Policies and Reasonable Analytics

Legitimate robocallers who are placing calls in compliance with all regulations, including those placing outbound emergency notifications, appointment reminders, school, and church closing announcements, have notified Hayneville of their intended use. Hayneville has systems that prevent calls from being placed from numbers that are not active in the North American Numbering Plan.

Customer Inbound Nuisance Calling Prevention

Hayneville offers features to subscribers that allow certain inbound nuisance calls to be blocked to reduce the amount of inbound calling, including telemarketing do not disturb and anonymous call rejection. Hayneville's subscribers can block calls from specific inbound calls using Selective Call Rejection.

Enforcement

If it is determined a Hayneville customer is originating prohibited unlawful robocalls on our network, Hayneville will either warn the customer to stop or terminate their service as allowed per Hayneville's policies that define the circumstances by which Hayneville will suspend or terminate service to a customer.

Customer Education

Hayneville posts information on its website www.htcnet.net to educate customers on how to protect themselves from becoming a victim of unlawful robocalls and a process to report complaints related to robocall activity.