

ROBOCALL MITIGATION POLICY

Farmers Telecommunications Cooperative, Inc. and its wholly-owned operating subsidiaries, including Farmers Telecommunications Corporation (collectively referred to herein as "FTC") have adopted this Robocall Mitigation Policy on its network.

The FCC has implemented policies and actions to help combat unlawful robocalls and malicious caller ID spoofing through "The Telephone Robocall Abuse Criminal Enforcement and Deterrence Act," or TRACED Act. Telephone companies, like FTC, are required to implement new call authentication and identification technologies that help verify calls are legitimate before ever reaching consumers. This technology will assist FTC in scanning our phone network to identify, investigate, and block problem numbers.

What are robocalls?

Robocalls are calls made with an autodialer or contain a message made with a prerecorded or artificial voice. Keep in mind that many robocalls are legal. Companies or organizations with written consent on paper or through electronic means from customers can lawfully make a prerecorded call or auto-dialed call to a home or a wireless number from whom they have consent. As you know, many robocalls provide helpful information such as appointment reminders, subscription refill reminders, school announcements, church announcements, etc. Unfortunately, the majority of robocalls are illegal, and reducing these calls requires a complex solution that helps identify these calls in real-time to block them without blocking lawful calls.

What is FTC doing to help?

To help reduce the number of suspected illegal calls that may originate from our network, FTC is implementing this Robocall Mitigation Policy, at no additional charge to our customers, effective 13 April 2021.

This policy is designed to allow FTC to verify that calls originating over our network are legitimate numbers belonging to a valid FTC customer, and to block numbers that are identified as SPAM or fraudulent calls. If a customer's number is flagged, FTC will contact the customer to inform them of the [FCC rules for robocalling](#). Failure to comply can result in the customer's number being blocked by other carriers and can result in FTC discontinuing voice service to that customer for violation of the Standard Terms and

Conditions. When appropriate, FTC will add the customer's number to its approved robocall list.

A third-party partner of FTC will score each incoming call on its network on a scale from -4 to 4, with -4 being the worst. FTC will block incoming calls from known bad sources that are scored at a -4. Scores are determined by a variety of factors that include the source of the call, the format of the Caller ID, and historical patterns. Customers may opt-out of this free call-blocking service by calling FTC at 256.638.2144.

What can you do to help reduce robocalls?

- Read the consumer tips from the Federal Communication Commission ([FCC.gov](https://www.fcc.gov)) to stop unwanted robocalls.
- Register your phone numbers on the [Do Not Call List](https://www.donotcall.gov). Although this Federal Trade Commission registry won't spare you from calls from scammers intent on breaking the law, it should prevent you from receiving "live" telemarketing calls, which are regulated by the federal government but are not illegal.
- Don't answer calls from blocked or unknown numbers.
- Don't answer calls from numbers you don't recognize.
- Don't call back numbers you don't recognize. It could be a one-ring scam. One-ring scams want you to call the number back, and then you'll incur charges.
- If someone calls you and claims to be with XYZ company, hang up and call the company yourself. Use the company's website to find an official number.
- Always check on a charity (for example, by calling or looking at its actual website) before donating.
- Be diligent and don't give out personal information over the phone.
- If you answer a call and hear a recording such as "Hello, can you hear me?" just hang up.
- The same goes for a call where you're asked to press a number before being connected to a representative.
- When you answer a call and interact with the voice prompt or by pressing a number, it lets the spammer know your number is real. They can then sell your number to another company or begin targeting your number more frequently.

How can you report a malicious robocall?

If you want to report a spammer, spoofer, or scammer, please visit this website <https://reportarobocall.com/trf/>.

How can I report a telephone number that is being improperly blocked or mislabeled?

If you are a consumer and feel that your number is being blocked in error, please contact FTC at 256.638.2144.

If you are a business or enterprise and think your telephone number is being blocked or mislabeled, please contact FTC at 256.638.2144.

What does this mean for your company/organization if you engage in lawful robocalling?

FTC will need to add your telephone number to its approved robocall list to ensure your outgoing calls are not blocked by our network. Robocall telephone number(s) may be submitted electronically at farmerstel.com/robocallform or by calling our business office at 256.638.2144.