



Sonic Telecom, LLC
Robocall Mitigation Plan
February 26, 2024

Response Submitted to:
The FCC's Robocall Mitigation Database

Sonic Telecom, LLC – Robocall Mitigation Plan

Objective

This Robocall Mitigation Plan will explain the measures that Sonic Telecom, LLC [“Sonic”] has deployed to abate illegal robocalls on our network.

Execution

STIR/SHAKEN

Sonic has implemented the STIR/SHAKEN standards throughout its network to authenticate caller ID information, guaranteeing the verification of call origins. Our commitment to staying abreast of the latest industry standards and regulatory mandates prompts us to consistently enhance our systems.

Identification and Analysis of Traffic

Utilizing leading-edge analytics and call-pattern recognition technologies, we analyze and scrutinize call behaviors to pinpoint any irregularities suggestive of robocall activities. Our systems are intricately designed to swiftly detect, flag, and delve into suspicious call patterns. This all happens instantaneously and allows for immediate investigation. Tracebacks are handled by our Network Operations Center and are performed within the 24-hour time limit.

Protective Measures

Sonic has deployed many strategies to prevent illegal robocalls from occurring on our network. The most important of those being:

- Proactively blocking calls originating from numbers associated with illegal robocalls.
- Employing dynamic thresholds for call analysis to swiftly respond to evolving robocall strategies.
- Enforcing rigorous customer verification protocols to deter misuse of the network.

Customer Complaints and Feedback Mechanism

Sonic’s online Customer Portal is available 24/7 for all customers. Our Customer Support line is available during regularly scheduled operating hours for additional support. Customers can report suspicious robocalls via either mechanism.

Oversight and Compliance

Our internal compliance team diligently supervises our efforts in mitigating robocalls, conducting routine audits to ensure alignment with regulatory standards and industry best practices. Staff members undergo continuous training to stay updated on the latest techniques for mitigating robocalls.

Documentation and Reporting

Sonic meticulously preserves comprehensive records of all mitigation endeavors and consistently submits reports to regulatory authorities, fulfilling our legal and regulatory obligations. We ensure our Robocall Mitigation Database entry remains up-to-date, reflecting our current practices as needed.

Review and Update of Robocall Mitigation Plan

Sonic's Mitigation Plan is reviewed annually or when there have been substantive changes to Robocall Mitigation in a regulatory or legislative capacity. Available technology can also drive a review of our internal policies on Robocall Mitigation.