

Robocall Mitigation Database Team
Competition Policy Division
Wireline Competition Bureau
Federal Communications Commission

Robocall Mitigation Program: Grid4 Communications

Grid4 Communications has implemented a robust robocall mitigation program to comply with FCC regulations and protect its network and customers from illegal robocall traffic. Below is an overview of the specific measures taken:

1. Reasonable Steps to Avoid Illegal Robocall Traffic

Grid4 utilizes the Equinox Protector fraud management system (FMS) to monitor calls and customer call patterns in real-time. This system processes billions of records daily and identifies abnormal calling patterns, including fraudulent or abusive activity. Alerts generated by the system are addressed within one hour, ensuring rapid identification and remediation of inconsistencies. If irregularities are confirmed, Grid4 reviews the issue and promptly notifies the customer to resolve the matter.

2. Compliance with "Know Your Customer" Obligations

Grid4 ensures compliance with its obligation to know its customers by requiring detailed customer information during the onboarding process. Customers are also bound by Grid4's terms and conditions, which prohibit unauthorized use of services, such as reselling or operating call centers without approval. Additionally, Grid4 monitors usage thresholds to distinguish legitimate customer activity from potential fraud.

3. Analytics Systems for Identifying and Blocking Illegal Traffic

The Equinox Protector system provides dynamic monitoring metrics that detect suspicious activity across all customer types. It uses advanced blocking protocols to shut down fraudulent activity at the switch level or tear down active calls as necessary. The integrated case management tools allow for efficient investigation and resolution of flagged incidents.

4. Use of Third-Party Analytics Vendors

Grid4 partners with Equinox Information Systems as its third-party analytics vendor for fraud management. Equinox's Protector system is recognized as one of the most reliable and cost-effective fraud management solutions in the industry, saving carriers millions annually by preventing fraud losses.

By leveraging advanced analytics, maintaining stringent compliance measures, and collaborating with trusted vendors like Equinox, Grid4 demonstrates a proactive approach to mitigating illegal robocall traffic while adhering to FCC mandates.

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