

Skype Communications U.S. Corp. Robocall Mitigation Program

This is a description of the robocall mitigation program implemented by **Skype Communications U.S. Corp.** (hereinafter "Microsoft") for submission to the Federal Communications Commission (hereinafter "FCC" or "Commission") Robocall Mitigation Database.

Microsoft, which is a United States entity, has implemented STIR/SHAKEN. There may be circumstances where a Microsoft customer has users that originate calls internationally that might therefore not be STIR/SHAKEN authenticated as the call enters the International PSTN and would thus rely on U.S. Gateway providers to perform the signing. Microsoft also has implemented the robocall mitigation program as described below on the remainder of its system.

Microsoft's robocall mitigation program may differ in minor respects across different services that Microsoft offers. Microsoft provides a variety of different PSTN-connected voice services in the U.S. and Canada, and calls from its customers can be directed to termination points in the United States. The voice services it offers could include Teams Calling Plan, Dynamics 365, Teams Audio-Conferencing, Skype (including Skype to Phone and Skype Number), Nuance Communications, and Azure Communication Services.

Cooperation with illegal robocall investigations

[Begin Redaction] [End Redaction]

Know-Your-Customer practices

[Begin Redaction] [End Redaction]

Contract terms and enforcement

[Begin Redaction] [End Redaction]

Technological detection mechanisms

[Begin Redaction] [End Redaction]

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