

Robocall Mitigation

A robocall is an unsolicited call from an auto-dialer that delivers a prerecorded voice message

1. Know our customers
 - a. Enterprise: Verify that the corporate entity and business purpose is legitimate.
 - b. Telecoms: Verify telephone numbers are being legitimately used.
 - c. Use Case: Verify and educate customers regarding vertical, opt-in, and calling practices.
 - d. Identity: Verify and update CallerID, CNAM, & verified calls.
2. Str/Shaken
 - a. We are working with iconectiv to complete the Stir/Shaken Certificate process. Once complete we will implement Stir/Shaken signing of all organic calls from our network.
 - b. We have partnered with vendors that have or will have implemented Stir/Shaken in their network by June 2021.
3. Traceback/USTelecom
 - a. We are a member of USTelecom and actively participate in the Traceback community including the FCC, law enforcement and the industry traceback consortium.
 - b. We require all peering customers to be US based and have an active FRN and are a FCC 499-A contributor.
4. Audit and monitoring
 - a. Metrics such as CPS, ASR, ACD, failure type, and duration are monitored from SBC endpoints and alerts are triggered when behavior that is consistent with illegal robocalling is detected.
 - b. For software customers that are delivering legal solicited calls, such as appointment reminders, notifications, or priority updates, recordings are monitored for keywords that could indicate unlawful activity
 - c. We ingest the FCC Complaints daily and work directly with customers to improve their behavior or remove them from our network if their call patterns can not be improved