

Microsoft Ireland Operations Ltd. Robocall Mitigation Program

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

Microsoft, which is an Irish entity, has implemented STIR/SHAKEN. As a voice service provider to end users outside the U.S., Microsoft has implemented STIR/SHAKEN when its customers may occasionally originate voice calls from the United States or from/through non-US jurisdictions that have implemented STIR/SHAKEN. 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 a multitude of countries, and calls from its customers can be directed to termination points in the United States. The voice services it offers could include (or may eventually include) Teams Calling Plan, Dynamics 365, Teams Audio-Conferencing, Skype (including Skype to Phone and Skype Number), and Azure Communication Services.

Cooperation with illegal robocall investigations

[Redacted]

Know-Your-Customer practices

[Redacted]

Contract terms and enforcement

[Redacted]

Technological detection mechanisms

[Redacted]