

Robocall Mitigation Program Description

Company Information

- **Company Name:**
RingMOR Inc.
 - **FCC Registration Number (FRN):**
0023035868
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Program Overview

RingMOR Inc. is dedicated to complying with FCC regulations under 47 CFR § 64.6305(a) to prevent illegal robocall traffic originating from its network. While STIR/SHAKEN is not implemented across our network, we maintain a robust Robocall Mitigation Program (RMP) designed to detect, deter, and eliminate unlawful robocall activity. This program utilizes alternative strategies to compensate for the absence of STIR/SHAKEN and ensures compliance with regulatory requirements.

Our program incorporates advanced monitoring, subscriber verification, traceback cooperation, and close collaboration with industry stakeholders to reduce robocall activity and protect consumers.

Robocall Mitigation Practices

1. Call Traffic Monitoring and Analysis

- **Proactive Monitoring:**
 - o Real-time monitoring of all call traffic to identify irregularities, such as high call volumes, unusual call patterns, or invalid caller IDs.
 - o Anomaly detection systems flag suspicious activities for immediate investigation.
- **Manual Review:**
 - o Human intervention for flagged calls to ensure thorough examination and validation.
 - o Weekly analysis of traffic trends to identify emerging threats.

2. Caller ID Validation and Authentication

- **Legacy Network Validation:**
 - o Validation of caller ID information using automated and manual cross-checks against known legitimate records.
 - o Blocking calls with invalid or unallocated numbers at the network level.

- **Call Authentication for High-Risk Calls:**
 - o Additional verification steps for customers identified as high-risk during onboarding or monitoring.

3. Subscriber Onboarding and Monitoring

- **Comprehensive Vetting Process:**
 - o All new customers are required to complete stringent Know Your Customer (KYC) verification, including identification checks and validation of business credentials.
 - o Verification against industry databases for prior violations or high-risk behaviors.
- **Continuous Subscriber Review:**
 - o Monthly audits of customer activity to ensure compliance with terms of service and detect abnormal patterns indicative of robocall generation.

4. Call Blocking and Labeling Mechanisms

- **Dynamic Call Blocking:**
 - o Use of real-time call blocking tools to intercept and reject calls flagged as illegal or suspicious.
 - o Integration with industry databases to block numbers associated with known robocall campaigns.
- **Call Labeling:**
 - o Deployment of labeling technologies to inform consumers about calls that may be spam, fraud, or potentially illegal.

5. Collaboration with Regulatory and Industry Stakeholders

- **Traceback Cooperation:**
 - o Commitment to responding to all traceback requests within 24 hours.
 - o Providing detailed call records and supporting investigations by the FCC, law enforcement, and the Industry Traceback Group (ITG).
 - **Industry Engagement:**
 - o Participation in industry-wide initiatives and forums aimed at reducing illegal robocall traffic.
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Program Maintenance and Updates

- **Quarterly Audits:**
 - o Comprehensive reviews of mitigation practices to ensure they are up-to-date with evolving regulations and technological advancements.
 - o Reports are prepared for internal evaluation and regulatory submissions.
 - **Staff Training:**
 - o Regular training sessions for technical teams and compliance officers to ensure awareness of the latest industry tools, techniques, and threats.
 - **Incident Documentation:**
 - o Maintenance of detailed records of flagged calls, traceback requests, and mitigation actions for review by regulatory authorities.
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Contact Information

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