

SCR NETWORK: Robocall Mitigation Plan

Note: SCR Network contracts with Sansay to provide telecom security services and Robocall Mitigation protocols.

Objective: The objective of this Robocall Mitigation Plan is to minimize the impact of unwanted robocalls on our organization's operations, productivity, and overall communication effectiveness. By implementing proactive measures and leveraging available technologies, we aim to reduce the frequency of robocalls reaching our employees and customers.

1. Assessment and Analysis:

- Conduct a comprehensive assessment of our current telecommunications infrastructure to identify vulnerabilities and potential entry points for robocalls.
- Analyze historical data to determine the frequency, origin, and patterns of robocalls targeting our organization.

2. Implement Call Filtering Solutions:

- Deploy advanced call filtering and blocking solutions capable of identifying and blocking known robocall numbers and patterns.
- Explore the integration of machine learning algorithms and artificial intelligence to adaptively detect and block emerging robocall tactics.
- Regularly update and maintain our call filtering solutions to ensure they remain effective against evolving robocall techniques.

3. Educate and Train Employees:

- Provide comprehensive training to employees on how to identify and handle robocalls effectively.
- Emphasize the importance of not providing sensitive information or engaging with suspicious callers, even if they claim to be from reputable organizations.
- Establish clear protocols and escalation procedures for reporting and documenting any encountered robocalls.

4. Enhance Caller Authentication:

- Implement caller authentication protocols, such as Secure Telephony Identity Revisited (STIR) and Secure Handling of Asserted information using toKENs (SHAKEN), to verify the authenticity of incoming calls.
- Encourage our telecommunications providers to adopt and support caller authentication standards to reduce the prevalence of spoofed caller IDs used by robocallers.

5. Engage with Regulatory Authorities and Industry Partners:

- Collaborate with regulatory authorities, such as the Federal Communications Commission (FCC) and relevant industry associations, to advocate for stronger regulatory enforcement and measures against illegal robocall operations.
- Participate in industry-wide initiatives and forums dedicated to combating robocalls, sharing best practices, and promoting collaborative solutions.

6. Monitor and Review Performance:

- Establish key performance indicators (KPIs) to monitor the effectiveness of our robocall mitigation efforts, such as reduction in the number of reported robocalls and employee feedback on call quality.
- Conduct regular reviews and audits of our robocall mitigation strategies and adjust them as necessary to address emerging threats and challenges.

Conclusion: By implementing this Robocall Mitigation Plan, we demonstrate our commitment to protecting our organization and stakeholders from the disruptive and potentially harmful effects of robocalls. Through proactive measures, employee education, technological solutions, and collaboration with industry partners, we aim to create a more secure and reliable telecommunications environment for our operations and communications.