

Robocall Mitigation Program

****Objective:****

To implement a comprehensive strategy aimed at combating the proliferation of illegal and unwanted robocalls through adherence to FCC guidelines, thereby protecting consumers and ensuring the integrity of the telecommunications ecosystem.

****Key Components:****

1. ****Implementation of STIR/SHAKEN:****

- Fully implement the STIR/SHAKEN call authentication framework across the network to verify the authenticity of caller ID information. This measure directly addresses FCC mandates to combat caller ID spoofing and ensure the origin of calls can be trusted.

2. ****Active Monitoring and Identification of Suspicious Calling Patterns:****

- Utilize state-of-the-art monitoring tools to identify and analyze suspicious calling patterns indicative of robocall activities. This involves tracking high-volume calling events, short-duration calls, and other patterns that deviate from normal calling activity.

3. ****Robocall Blocking and Filtering Strategies:****

- Deploy advanced call-blocking and filtering solutions that empower consumers to control unwanted calls. In compliance with FCC rulings, provide options for consumers to opt-in to automatic call blocking services and make available tools for managing call allowances.

4. ****Comprehensive Consumer Education and Outreach:****

- Engage in widespread consumer education campaigns to raise awareness about the risks associated with robocalls, the tools available for protection, and the steps consumers can take to report unwanted calls. Information dissemination will comply with FCC recommendations for consumer protection.

5. ****Collaboration with Law Enforcement and Regulatory Bodies:****

- Establish protocols for collaboration with law enforcement and regulatory bodies to report and address illegal robocall activities. This includes sharing information on identified threats and

trends, as well as compliance with legal and regulatory requirements for investigation and enforcement actions.

6. **Ongoing Compliance and Reporting:**

- Maintain ongoing compliance with FCC regulations related to robocall mitigation, including the submission of detailed robocall mitigation plans and reports on the effectiveness of implemented measures. Regularly review and update compliance protocols to align with evolving FCC rules and guidelines.

7. **Feedback Mechanisms and Program Adaptation:**

- Implement feedback mechanisms to gather insights from consumers and stakeholders on the effectiveness of robocall mitigation efforts. Use this feedback to continuously adapt and improve program strategies, ensuring responsiveness to emerging challenges and compliance with FCC expectations.

Outcome:

By adhering to FCC rules and guidelines, the Robocall Mitigation Program aims to significantly reduce the prevalence of illegal and unwanted robocalls, thereby enhancing consumer trust and safety in telecommunications services. Through rigorous implementation, active monitoring, and community engagement, the program seeks to establish a more secure and reliable communications environment for all.