

Robocall Mitigation Plan

This plan outlines the specific steps we will take to identify, prevent, and mitigate robocalls on our network.

I. Compliance with STIR/SHAKEN

- We will implement the STIR/SHAKEN caller ID authentication framework throughout our network (if applicable). This helps verify the legitimacy of caller IDs and reduces spoofing.
- We will comply with the FCC's Robocall Mitigation Database (RMD) requirements:
 - File certifications detailing our STIR/SHAKEN implementation status or the robocall mitigation practices we employ.
 - Regularly update the RMD with any changes to our robocall mitigation efforts.

II. Robocall Detection and Blocking

- We will utilize robocall detection technologies that analyze call patterns, identify suspicious characteristics (e.g., high call volume, rapid dialing), and flag potential robocalls.
- We will implement robocall blocking systems that automatically block identified robocall numbers, reducing their reach to our customers.
- We will maintain a continuously updated database of known robocall numbers to enhance blocking effectiveness.

III. User Education and Empowerment

- We will provide clear and accessible information to our customers about robocalls, including:
 - Warning signs to identify them (e.g., unexpected calls, pre-recorded messages).
 - Steps to report robocalls (e.g., FCC website, our reporting system).
 - Available tools and settings to manage unwanted calls (e.g., call blocking apps, do-not-call registry).
- We will develop educational resources (e.g., website content, social media posts) to raise awareness about robocalls and empower users to protect themselves.

IV. Collaboration and Advocacy

- We will collaborate with other voice service providers to share information about robocall tactics and blocking strategies.
- We will support industry efforts to develop new robocall mitigation technologies and best practices.
- We will advocate for stronger robocall prevention regulations at the government level.

V. Monitoring and Improvement

- We will continuously monitor the effectiveness of our robocall mitigation plan by tracking metrics such as call blocking rates, customer complaints, and robocall trends.
- We will regularly review and update our plan based on the latest robocall tactics, technological advancements, and regulatory changes.
- We will remain committed to ongoing improvement and adaptation in the fight against robocalls.