

Robocall Mitigation Plan

I. Introduction

This Robocall Mitigation Plan outlines the efforts Friendly VoIP Inc., a Voice Service Provider, is taking to identify, prevent, and mitigate illegal robocalls on our network. We are committed to providing a reliable and secure communications experience for our customers and recognize the growing problem of robocalls.

II. STIR/SHAKEN Implementation

Friendly VoIP Inc. has fully implemented the STIR/SHAKEN caller ID authentication framework across our network. This framework helps verify the legitimacy of calls by signing and verifying caller ID information.

III. Robocall Mitigation Practices

Traffic Filtering: We utilize a multi-layered approach to identify and block suspicious call traffic. This includes:

Real-time call analytics to identify sudden spikes in call volume or calls originating from unusual locations.

Maintaining a database of known robocall sources and blocking calls from those numbers.

Utilizing robocall fingerprinting techniques to identify calls with characteristics common to robocallers.

Enhanced Verification: We require all upstream providers to pre-register their call traffic and undergo a verification process before we will carry their calls. This verification process helps to ensure that only legitimate businesses are using our network.

Consumer Tools: Our customer support team will always assist customers with

Blocking unwanted calls from specific numbers or entire caller ID prefixes.

Report suspected robocalls to our team for investigation.

View a call history to identify and manage unwanted calls.

Internal Procedures: We have established internal procedures for handling suspected robocall traffic. This includes:

A dedicated team to investigate reports of robocalls and identify the source of the calls.

A process for escalating reports of illegal robocalls to law enforcement agencies.

IV. Know-Your-Upstream Provider

As a voice service provider, this section is not applicable to our organization.

V. Ongoing Monitoring and Improvement

We are committed to continuously monitoring and improving our robocall mitigation efforts. This includes:

Regularly reviewing the effectiveness of our current strategies and making adjustments as needed.

Staying informed about the latest robocall scams and techniques.

Working collaboratively with industry partners and law enforcement agencies to combat robocalls.

VI. Conclusion

Friendly VoIP Inc. is committed to providing a communications experience free from unwanted robocalls. We believe that by implementing a comprehensive robocall mitigation plan, we can significantly reduce the number of robocalls our customers receive. We will continue to invest in new technologies and strategies to stay ahead of the evolving robocall threat.