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Memorandum for Record
Subject: Robocall Mitigation Program
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Introduction:

This Robocall Mitigation Program Description is formulated in accordance with the requirements outlined in 47 CFR § 64.6305(d)(ii)-(iii) for voice service providers. The purpose of this program is to establish comprehensive measures to mitigate the occurrence of illegal robocalls and ensure compliance with regulatory standards. Pulaski Electric System (dba PES Energize) works hand in hand with its wholesale provider, Momentum Telecom, which is also Stir/Shaken compliant with the FCC's 47 CFR § 64.6305(d)(ii)-(iii) for voice service providers.

Objective:

The primary objective of our Robocall Mitigation Program is to significantly reduce the frequency and impact of unwanted robocalls on consumers. This program aims to achieve this by implementing a multi-faceted approach that combines technological solutions, industry collaboration, and regulatory compliance.

Key Components:

Call Authentication Framework: Implementing a call authentication framework such as STIR/SHAKEN (Secure Telephone Identity Revisited/Signature-based Handling of Asserted information using toKENs) to verify the authenticity of caller identification information. This framework will help in preventing the spoofing of caller IDs, a common tactic used by illegal robocallers.

Call Blocking and Filtering: Deploying advanced call blocking and filtering mechanisms to identify and block suspicious and illegal robocalls before they reach consumers. These mechanisms will utilize real-time data analysis, machine learning algorithms, and feedback from consumers to continually improve the accuracy of call blocking.

Consumer Education and Outreach: Conducting comprehensive consumer education and outreach campaigns to raise awareness about the risks associated with robocalls and educate consumers on how to protect themselves. This will include providing information on call-blocking tools, reporting mechanisms for suspicious calls, and best practices for avoiding falling victim to robocall scams.

Industry Collaboration: Collaborating with other voice service providers, regulatory agencies, law enforcement authorities, and industry stakeholders to share information, coordinate efforts, and develop industry-wide standards and best practices for robocall mitigation. This collaboration will facilitate a more effective and coordinated response to the robocall problem.

Compliance Monitoring and Reporting: Establishing robust mechanisms for monitoring compliance with regulatory requirements and internal policies related to robocall mitigation. This will include regular audits, reporting obligations, and corrective actions to address any non-compliance issues promptly.

Implementation Plan:

Assessment and Planning: Conducting an initial assessment of current robocall mitigation capabilities and identifying areas for improvement. Developing a comprehensive plan outlining specific goals, timelines, and resource requirements for implementing the Robocall Mitigation Program.

Technology Deployment: Procuring and deploying the necessary technology solutions for call authentication, blocking, and filtering. Integrating these solutions into existing infrastructure and systems to ensure seamless operation.

Training and Awareness: Providing training to employees on the proper use of robocall mitigation tools and procedures. Launching consumer awareness campaigns through various channels such as websites, social media, and public service announcements.

Collaboration Initiatives: Engaging with industry partners, regulatory agencies, and other stakeholders to establish collaborative initiatives for sharing information and coordinating efforts in robocall mitigation.

Monitoring and Evaluation: Implementing monitoring mechanisms to track the effectiveness of the Robocall Mitigation Program in reducing the incidence of illegal robocalls. Conducting regular evaluations to assess the program's performance and identify areas for further improvement.

Conclusion:

In conclusion, our Robocall Mitigation Program is designed to address the growing threat of illegal robocalls effectively. By implementing a combination of technological solutions, industry collaboration, consumer education, and compliance monitoring, we aim to significantly reduce the impact of robocalls on consumers and uphold regulatory standards. We are committed to continually improving and adapting our approach to stay ahead of emerging robocall threats and protect the interests of our customers.