

thinkCSC

Robocall Mitigation Plan

Traceback

We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium; and cooperate with such entities in investigating and stopping any illegal robocallers that attempt to use our service to originate calls.

Our Role in the Call Chain

thinkCSC is a regional VoIP provider. We utilize upstream providers to interconnect our clients and protect all sides of the call chain from robocalling and illegal call activity. We utilize a know-your-customer approach; only doing business with vetted clients, and monitoring/analyzing call data to help ensure robocall-free activity on our networks.

Know Your Customer

We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group.

(<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Know Your Upstream Provider

Our Tier 1 providers Commio and Vitelity both implement fraudulent traffic mitigation to block such attempts and alert our datacenter team.

STIR/SHAKEN

All our outbound calls are being signed by our upstream providers Commio or Vitelity, and they fully comply with STIR/SHAKEN.

We have also followed the guidelines under 47 CFR § 64.6301(a)(1), (2) and (3) and have implemented STIR/SHAKEN in order to authenticate and verify caller identification information for all calls that originate or transit our own networks.

Robocall Mitigation Program

- We use software provided by VoIPmonitor to monitor our outbound traffic in real time and help us detect malicious calling patterns.
- We have additional systems in place to cap concurrent calls by customers, limit total minutes per billing period, and alert us of anomalies in call patterns.