

Robocall Mitigation Program Description

1. Introduction:

Our company is committed to combating the proliferation of illegal robocalls and protecting consumers from unwanted and fraudulent calls. To fulfill regulatory requirements outlined in 47 CFR § 64.6305, we have developed a comprehensive Robocall Mitigation Program aimed at identifying, blocking, and mitigating the impact of unlawful robocalls on our network.

2. Governance and Oversight:

- We have established a dedicated Robocall Mitigation Team responsible for the development, implementation, and continuous improvement of our mitigation strategies.
- The team is led by Chau Tran.
- Regular oversight and review meetings are conducted to assess the effectiveness of our mitigation efforts and make necessary adjustments.

3. Network Monitoring and Analysis:

- We utilize network monitoring tools and technologies to detect and analyze incoming calls for suspicious patterns indicative of robocall activity.
- Data from call detail records (CDRs) and other sources are collected and analyzed to identify trends and emerging robocall tactics.

4. Call Authentication and Verification:

- Implementation of Secure Telephone Identity Revisited (STIR) and Secure Handling of Asserted information using toKENs (SHAKEN) framework for call authentication and verification.
- Participation in industry-wide efforts such as the SHAKEN/STIR call authentication standards to ensure the authenticity of caller ID information.
- Collaboration with other service providers to validate caller identity and prevent the spoofing of phone numbers.

5. Call Blocking and Filtering:

- Utilization of call-blocking solutions that leverage reputation-based algorithms, whitelists, blacklists, and analytics to identify and block suspected robocalls.
- Implementation of call filtering techniques to screen out known spam and fraudulent calls before they reach the end user.
- Provision of opt-in/opt-out mechanisms for consumers to manage their preferences regarding call blocking and filtering.

7. Reporting and Compliance:

- Maintenance of detailed records documenting robocall mitigation activities, including call analysis results, blocking actions taken, and compliance with regulatory requirements.
- Submission of regular reports to regulatory authorities, as required by 47 CFR § 64.6305, to demonstrate compliance with robocall mitigation obligations.
- Collaboration with regulatory agencies during audits and investigations to provide relevant information and support compliance efforts.

8. Continuous Improvement:

- Ongoing evaluation of robocall mitigation strategies and technologies to adapt to evolving threats and emerging trends.
- Participation in industry forums, working groups, and collaborative initiatives to share best practices and exchange information on effective robocall mitigation techniques.
- Regular review and update of our Robocall Mitigation Program to incorporate lessons learned and implement enhancements that improve effectiveness and efficiency.

Conclusion:

Our Robocall Mitigation Program reflects our commitment to combating illegal robocalls and protecting the integrity of our network. By implementing a multi-faceted approach that combines advanced technologies, industry collaboration, and consumer education, we aim to reduce the impact of robocalls on our customers and contribute to a safer and more secure telecommunications environment.