

BuzNet Communications Robo-Call Mitigation Plan

1. Introduction

BuzNet Communications is committed to reducing the impact of fraudulent and unwanted robocalls on our customers. As part of our dedication to customer satisfaction and compliance with the FCC's regulations, we have developed this comprehensive Robo-Call Mitigation Plan to implement best practices, technologies, and strategies that address robocall concerns effectively.

2. Plan Objectives

- **Minimize illegal robocalls:** Prevent fraudulent calls from reaching consumers, protecting them from potential scams and harassment.
 - **Comply with FCC rules:** Align with the **FCC's TRACED Act**, the **STIR/SHAKEN framework**, and other relevant telecommunications regulations.
 - **Enhance customer trust:** Empower customers with tools and options to identify, report, and block unwanted calls.
 - **Monitor and improve:** Continuously evaluate the effectiveness of mitigation measures and adjust them as needed.
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3. Legal and Regulatory Compliance

- **STIR/SHAKEN Implementation:** BuzNet Communications fully supports the **STIR/SHAKEN protocols** to authenticate outbound calls through our carrier partners. This technology ensures that calls originating from our network are properly verified, reducing the chances of fraudulent caller ID spoofing.
 - **FCC Compliance with TRACED Act:** We are in full compliance with the **Telephone Robocall Abuse Criminal Enforcement and Deterrence (TRACED) Act**, which mandates telecom providers to implement strategies to combat illegal robocalls.
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4. Technology Solutions

- **STIR/SHAKEN Protocols:** BuzNet Communications uses the **STIR/SHAKEN** framework to verify and authenticate outgoing calls. This helps prevent spoofed calls and ensures that calls passing through our network have their origin verified, thus protecting consumers from fraud.
- **Call Blocking and Labeling:** We employ **call-blocking technologies** that automatically flag suspected robocalls based on known scam patterns and metadata analysis. Calls identified as potential spam or fraud are blocked or labeled for consumers.

- **Robocall Detection Algorithms:** Our system uses **machine learning** to identify call patterns indicative of robocalling, such as high-frequency calls from a single number or similar characteristics across multiple calls. These algorithms are continuously refined to increase detection accuracy.
 - **Spam Risk Alerts:** Our customers are provided with an optional **spam risk alert service** that displays a warning on their phones when receiving suspected robocalls. This allows users to make informed decisions about whether to answer the call.
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5. Consumer Protection Measures

- **Call Blocking and Filtering Options:** Customers also have access to third-party apps that integrate with our network for enhanced filtering.
 - **User Education:** We actively educate our customers on how to protect themselves from robocalls, including:
 - How to use the Do Not Call Registry.
 - Steps to report suspicious calls via the FCC's **Robocall Complaint Portal**.
 - Encouraging the use of call-blocking apps available for smartphones.
 - **Reporting Mechanism:** BuzNet provides a link for customers to report suspected robocalls. This can be done through our customer service platform or by forwarding call details to the **FCC's Robocall Complaint Center**.
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6. Industry Collaboration

- **Collaboration with Other Carriers:** BuzNet Communications works with other telecommunication providers to share information regarding identified robocall sources, suspicious call patterns, and verified fraud reports. This helps improve the overall effectiveness of robocall mitigation strategies.
 - **Participation in Industry Initiatives:** We participate in industry-led efforts to combat robocalls, including the **Robocall Mitigation Database**, where we are listed as an authorized provider using proper mitigation techniques to prevent robocalls.
 - **Coordination with the FCC:** We cooperate with the **FCC's Robocall Mitigation Database** and update our status regularly to show that BuzNet Communications is actively working to prevent illegal robocalls.
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7. Monitoring and Reporting

- **Internal Monitoring:** BuzNet Communications continuously monitors call traffic to detect emerging patterns of robocalls. Our automated systems flag any suspicious activities, and we conduct regular reviews.
 - **Quarterly Reports to the FCC:** As part of our regulatory compliance, we will submit quarterly reports to the FCC detailing our efforts, achievements, and any new measures taken to reduce robocalls.
 - **Customer Feedback:** We maintain an open channel for customers to provide feedback on the effectiveness of our call-blocking services. This feedback is reviewed to improve our mitigation techniques.
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8. Enforcement & Legal Action

- **Reporting Suspicious Activity:** BuzNet Communications immediately reports any instances of illegal robocalls or suspicious activities on our network to the FCC and the **Federal Trade Commission (FTC)**, and cooperates with law enforcement agencies to take action against offenders.
 - **Penalties for Violations:** We impose internal penalties for any business partners or third-party telemarketers who fail to comply with our robocall mitigation guidelines or violate legal regulations.
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9. Evaluation and Improvement

- **Ongoing Review of Mitigation Techniques:** We evaluate the effectiveness of our robocall mitigation strategies regularly, adjusting them as needed to stay ahead of evolving techniques used by robocallers.
 - **Continuous Technology Upgrades:** BuzNet will continue to invest in new technologies and innovations to improve the accuracy of robocall detection and prevention. We will explore AI, machine learning, and next-generation call authentication techniques to further reduce robocalls.
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10. Conclusion

BuzNet Communications is committed to standards of compliance and service in mitigating robocalls. Through technology, regulatory compliance, industry collaboration, and continuous improvement, we aim to protect our customers from fraudulent and unwanted calls. Our plan ensures that we are doing everything possible to combat robocalls and enhance the customer experience.
