

47 CFR § 64.6305 - Robocall mitigation and certification.

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§ 64.6305 Robocall mitigation and certification.

Link to an amendment published at [86 FR 48520](#), Aug. 31, 2021.

(a) Robocall mitigation program requirements.

(1) Any [voice service](#) provider subject to an extension granted under [§ 64.6304](#) that has not fully implemented the [STIR/SHAKEN authentication framework](#) on its entire network shall implement an appropriate robocall mitigation program as to those portions of its network on which it has not implemented the [STIR/SHAKEN authentication framework](#).

(2) Any robocall mitigation program implemented pursuant to [paragraph \(a\)\(1\)](#) of this section shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the [industry traceback consortium](#), and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

(b) Certification and database.

(1) Not later than June 30, 2021, a [voice service](#) provider, regardless of whether it is subject to an extension granted under [§ 64.6304](#), shall certify to one of the following:

(i) It has fully implemented the [STIR/SHAKEN authentication framework](#) across its entire network and all calls it originates are compliant with [§ 64.6301\(a\)\(1\) and \(2\)](#);

(ii) It has implemented the [STIR/SHAKEN authentication framework](#) on a portion of its network and calls it originates on that portion of its network are compliant with [§ 64.6301\(a\)\(1\) and \(2\)](#), and the remainder of the calls that originate on its network are subject to a robocall mitigation program consistent with [paragraph \(a\)](#) of this section; or

(iii) It has not implemented the [STIR/SHAKEN authentication framework](#) on any portion of its network, and all of the calls that originate on its network are subject to a robocall mitigation program consistent with [paragraph \(a\)](#) of this section.

(2) A [voice service](#) provider that certifies that some or all of the calls that originate on its network are subject to a robocall mitigation program consistent with [paragraph \(a\)](#) of this section shall include the following information in its certification:

(i) Identification of the type of extension or extensions the [voice service](#) provider received under [§ 64.6304](#), if the [voice service](#) provider is not a [foreign voice service provider](#);

(ii) The specific reasonable steps the [voice service](#) provider has taken to avoid originating illegal robocall traffic as part of its robocall mitigation program; and

(iii) A statement of the [voice service](#) provider's commitment to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the [industry traceback consortium](#), and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

(3) All certifications made pursuant to paragraphs (b)(1) and (2) of this section shall:

(i) Be filed in the appropriate portal on the Commission's website; and

(ii) Be signed by an officer in conformity with [47 CFR 1.16](#).

(4) A [voice service](#) provider filing a certification shall submit the following information in the appropriate portal on the Commission's website.

(i) The [voice service](#) provider's business name(s) and primary address;

(ii) Other business names in use by the [voice service](#) provider;

(iii) All business names previously used by the [voice service](#) provider;

(iv) Whether the [voice service](#) provider is a [foreign voice service provider](#); and

(v) The name, title, department, business address, telephone number, and email address of one person within the company responsible for addressing robocall mitigation-related issues.

(5) A [voice service](#) provider shall update its filings within 10 business days of any change to the information it must provide pursuant to paragraphs (b)(2) through (4) of this section.

(c) *Intermediate provider and voice service provider obligations.* Beginning September 28, 2021, [intermediate providers](#) and [voice service](#) providers shall only accept calls directly from a [voice service](#) provider, including a [foreign voice service provider](#) that uses [North American Numbering Plan](#) resources that pertain to the

United [States](#) to send voice traffic to residential or business [subscribers](#) in the United States, if that [voice service](#) provider's filing appears in the [Robocall Mitigation Database](#) in accordance with [paragraph \(b\)](#) of this section.

[[85 FR 73395](#), Nov. 17, 2020, as amended at [86 FR 29953](#), June 4, 2021]

Krzysztof Kornacki - LoVo Board Member