

Telerion GmbH | Q7, 24 | 68161 Mannheim

Telerion GmbH
Q7, 24
68161 Mannheim
Phone: +49-(0)621-37909-300
Fax: +49-(0)621-37909-315
Email: info@telerion.com
Internet: www.telerion.com

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Telerion GmbH Robocall Mitigation Plan

1. Introduction and Background

The Robocall Mitigation Plan aims to outline our strategies and actions to combat illegal robocalls, protect consumers, and ensure compliance with FCC regulations. The FCC has established guidelines and standards to address the proliferation of robocalls, including rules related to call authentication and caller ID integrity.

2. Organizational Overview

Our organization, **Telerion GmbH**, is a leading provider of communication services with a nationwide customer base. Key stakeholders include senior management, legal and compliance teams, IT and technology departments, and customer support.

3. Robocall Detection and Prevention Techniques

Call Analytics: We leverage advanced call analytics tools to analyze call patterns, detect anomalies indicative of robocalls, and take proactive measures.

Third-Party Solutions: We partner with reputable third-party providers for additional robocall mitigation capabilities, such as real-time call blocking and spam filtering services.

4. Call Authentication Standards

Caller Identity Verification: Our systems verify caller identities through cryptographic certificates, enhancing trustworthiness and reducing spoofed calls.

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5. Caller ID Management

Accuracy Measures: We maintain accurate Caller ID information by regularly updating databases and validating outbound call numbers against authorized lists.

Spoofing Prevention: Utilizing anti-spoofing technologies, we actively detect, and block spoofed caller IDs to prevent fraudulent robocalls.

6. Compliance and Regulatory Requirements

We ensure that our mitigation strategies align with FCC guidelines, such as implementing call authentication standards and maintaining accurate caller ID information.

7. Monitoring and Reporting

Robocall Activity Monitoring: We continuously monitor robocall activity through automated systems, analyzing trends and identifying emerging threats.

Reporting Procedures: In accordance with regulatory requirements, we maintain detailed records of robocall-related data and submit reports to the FCC as mandated.

8. Training

We conduct regular training sessions for employees to educate them on identifying and reporting robocall-related issues, emphasizing compliance with mitigation protocols.

9. Incident Response and Remediation

Incident Handling Procedures: Our incident response protocols include immediate investigation, escalation to relevant teams, and swift remediation actions to mitigate the impact of robocall incidents.

Customer Complaint Handling: We have dedicated channels for customers to report robocall complaints, and we prioritize resolving these issues promptly while keeping customers informed.

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10. Future Enhancements and Continuous Improvement

Enhancement Areas: We identify areas for improvement, such as full adoption of STIR/SHAKEN for all customers, enhancing call analytics capabilities, integrating AI-driven robocall detection, Machine Learning algorithms for robocall detection, awareness campaigns for customers to educate them about robocall scams, how to recognize suspicious calls, and steps to take if they receive such calls and expanding collaboration with industry partners.

Improvement Strategies: Our continuous improvement strategies involve ongoing research and development, staying updated on technological advancements, and collaborating with regulatory bodies and industry peers to strengthen robocall mitigation efforts.

11. Conclusion

The Robocall Mitigation Plan underscores our commitment to combating illegal robocalls, protecting consumers, and maintaining compliance with FCC regulations.

Here, at Telerion GmbH, we are fully dedicated and committed to implementing robust mitigation measures, enhancing our capabilities, and adapting to evolving robocall threats to safeguard our customers and uphold regulatory standards.


Yara Oezcan
COO

telerion GmbH

Q7, 24 - 68161 Mannheim
+49 621 37909300
www.telerion.com