

Right Click Robocall Mitigation Program

Ensuring Compliance with FCC Regulations

Introduction

Robocalls have become a significant nuisance affecting millions of people daily. In response to this growing issue, the Federal Communications Commission (FCC) has implemented stringent regulations to mitigate these unwanted calls. This document outlines a comprehensive robocall mitigation program designed to comply with FCC regulations, protect consumers, and maintain the integrity of telecommunications services.

Objectives

The primary objectives of the robocall mitigation program are:

- To identify and block illegal robocalls
- To ensure compliance with FCC regulations
- To protect consumers from fraudulent and unwanted calls
- To maintain the integrity and reliability of telecommunications networks

Program Components

1. Caller Identification and Authentication

Implementing caller identification and authentication mechanisms is crucial to ensure that legitimate calls are accurately identified and illegal robocalls are blocked. The program will utilize the STIR/SHAKEN framework for caller ID authentication, which stands for Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted Information Using toKENS (SHAKEN).

STIR/SHAKEN Framework:

- STIR: A protocol that enables the verification of the caller's identity
- SHAKEN: A set of guidelines and standards for implementing STIR in IP-based networks

By adopting the STIR/SHAKEN framework, the program will validate the authenticity of calls and reduce the incidence of spoofed calls, ensuring that consumers receive only legitimate communications.

2. Call Blocking and Filtering

To effectively mitigate robocalls, the program will implement advanced call blocking and filtering techniques. These measures include:

Blacklist and Whitelist:

- Blacklist: A list of known sources of illegal robocalls that are automatically blocked
- Whitelist: A list of trusted numbers that are allowed through the system

Algorithmic Filtering:

- Advanced algorithms to analyze call patterns and identify potential robocalls
- Real-time monitoring and updating of filtering criteria based on emerging threats

3. Consumer Education and Awareness

Educating consumers about the risks associated with robocalls and how to protect themselves is a vital component of the program. The program will include:

- Information campaigns to raise awareness about robocall scams and prevention techniques
- Educational materials such as brochures, websites, and social media content
- Guidelines for consumers on how to report suspected robocalls

4. Reporting and Collaboration

Effective mitigation of robocalls requires collaboration between telecom providers, regulatory agencies, and law enforcement. The program will establish:

Reporting Mechanisms:

- A streamlined process for consumers to report suspected robocalls
- Regular reports to the FCC on the effectiveness of mitigation measures

Collaboration with Regulatory Agencies:

- Close coordination with the FCC and other regulatory bodies
- Sharing of data and insights to enhance collective efforts against robocalls

5. Legal and Regulatory Compliance

The program will ensure strict adherence to all relevant FCC regulations and guidelines, including:

- Compliance with the TRACED Act (Telephone Robocall Abuse Criminal Enforcement and Deterrence Act)
- Adherence to the FCC's rules on call authentication and blocking
- Regular audits and reviews to maintain compliance

6. Contractual Compliance

All Right Click customers must sign a contract that they will not engage in robocalls.

- If clients are found to be in violation, Right Click reserves the right to terminate service with the customer.

Implementation Plan

The implementation of the robocall mitigation program will follow a structured plan, including:

1. Assessment and Planning

- Conducting a thorough assessment of current robocall threats and vulnerabilities
- Developing a detailed implementation roadmap

2. Deployment of Technology

- Integrating STIR/SHAKEN framework into existing telecom infrastructure
- Implementing call blocking and filtering systems

3. Consumer Outreach

- Launching educational campaigns to inform consumers
- Establishing reporting channels for consumers

4. Collaboration and Reporting

- Setting up collaboration mechanisms with regulatory agencies and law enforcement
- Implementing regular reporting processes

Monitoring and Evaluation

Continuous monitoring and evaluation are essential to ensure the effectiveness of the robocall mitigation program. This will involve:

- Regular analysis of call data to identify trends and emerging threats
- Periodic reviews of the effectiveness of call blocking and filtering measures
- Feedback from consumers and stakeholders to improve the program

Conclusion

Robocalls pose a significant challenge to the telecommunications industry and consumers alike. By implementing a robust robocall mitigation program that complies with FCC regulations, we can protect consumers, uphold the integrity of telecommunications networks, and contribute to the collective effort to combat illegal robocalls. This comprehensive program, encompassing caller identification, call blocking, consumer education, collaboration, and compliance, will serve as a proactive measure to address and mitigate the impact of robocalls effectively.