

Robocall Mitigation Program Description

Overview: The Robocall Mitigation Program aims to reduce and eliminate illegal robocalls and spoofed calls on our network. This program aligns with the Federal Communications Commission (FCC) regulations and the TRACED Act to protect consumers from unwanted and illegal robocalls.

Objectives:

1. Implement STIR/SHAKEN caller ID authentication framework to verify the legitimacy of incoming calls.
2. Develop and enforce policies to identify and block illegal robocall traffic.
3. Collaborate with industry partners and regulatory bodies to enhance robocall mitigation efforts.
4. Educate customers about robocall risks and preventive measures.

Key Components:

1. **Caller ID Authentication:** Implement the STIR/SHAKEN framework to authenticate caller ID information and prevent spoofing.
2. **Robocall Detection:** Utilize advanced algorithms and machine learning to detect and block illegal robocalls.
3. **Policy Enforcement:** Establish and enforce policies to prevent the origination of illegal robocalls on our network.
4. **Collaboration:** Work with industry partners, regulatory bodies, and law enforcement to share information and improve robocall mitigation strategies.
5. **Customer Education:** Provide resources and information to customers about the risks of robocalls and how to protect themselves.

Implementation Plan:

1. **Assessment:** Conduct an initial assessment of the current network infrastructure and identify areas for improvement.
2. **Deployment:** Roll out the STIR/SHAKEN framework across the network.
3. **Monitoring:** Continuously monitor network traffic for signs of illegal robocalls and take immediate action to block them.
4. **Reporting:** Regularly report progress and compliance to regulatory bodies and industry partners.
5. **Review:** Periodically review and update the program to address emerging threats and improve effectiveness.

Expected Outcomes:

1. Significant reduction in the number of illegal robocalls reaching customers.
2. Enhanced customer trust and satisfaction due to improved call security.
3. Compliance with FCC regulations and industry standards.
4. Strengthened collaboration with industry partners and regulatory bodies.