

M-Theory Robocall Mitigation Program Description

Program Overview:

Our organization is committed to preventing robocalls and protecting consumers from unwanted and potentially harmful automated communications. As a non-voice service provider, we collaborate closely with our carriers to ensure that our operations align with the requirements of the Telephone Robocall Abuse Criminal Enforcement and Deterrence (TRACED) Act, including full implementation of the STIR/SHAKEN framework.

STIR/SHAKEN Implementation:

We have successfully implemented the STIR/SHAKEN framework with our primary carriers—Telin Systems and Bandwidth.com. This ensures that all outbound calls made through our services are appropriately authenticated and verified using the caller ID authentication standards prescribed under STIR/SHAKEN. This process ensures that the origin of calls is identified accurately, helping mitigate spoofing and reducing the likelihood of robocalls.

Verification and Accuracy of Customer Information:

To ensure the effectiveness of the STIR/SHAKEN implementation, we work directly with our carriers to verify and maintain up-to-date customer information within their carrier portal systems. We understand the critical importance of accurate and timely data in preventing fraudulent caller ID manipulation and collaborate proactively with our carriers to ensure that all customer information is properly registered and maintained.

Carrier Collaboration:

We partner with Telin Systems and Bandwidth.com to ensure that the caller ID information is accurately submitted and that all STIR/SHAKEN protocols are followed rigorously. While we do not provide voice services directly, we facilitate these essential connections between our customers and the carriers to ensure full compliance with all applicable regulations. Our carriers are responsible for the technical implementation of STIR/SHAKEN, and we support their efforts by maintaining accurate customer data and ensuring that the information in the carriers' portals is continuously updated and correct.

Conclusion:

We are fully committed to compliance with FCC regulations related to robocall mitigation. By leveraging the STIR/SHAKEN framework in collaboration with Telin Systems and Bandwidth.com, and maintaining accurate customer data, we aim to reduce fraudulent and malicious robocalls. We will continue to work with our carriers to enhance our mitigation strategies and support industry efforts to combat robocalls and improve call authentication.