

Robocall Mitigation Program for ValuTel Communications, Inc.

Robocall Mitigation Database ID: RMD0008865

FCC Registration Number (FRN): 0009463001

Service Provider ID (SPID): 9658

Introduction

ValuTel Communications, Inc. (“ValuTel”) is committed to ensuring that its network is not used to originate or transmit illegal robocalls. This document outlines the robocall mitigation program implemented by ValuTel in compliance with the requirements of 47 CFR § 64.6305(d)(ii)-(iii) and details the steps taken to prevent, detect, and mitigate unlawful robocall traffic.

1. Robocall Mitigation Practices

Monitoring and Traffic Analysis

- ValuTel actively monitors call traffic patterns using advanced analytics to detect anomalies indicative of illegal robocalls, such as:
 - High-volume, short-duration calls.
 - Repeated calls to invalid or unassigned numbers.
- Automated systems flag suspicious traffic for further review by the compliance team.

Call Blocking and Filtering

- Calls identified as potentially illegal based on traffic analysis are blocked or filtered in real-time.
- ValuTel uses industry-standard tools and databases, such as the FCC’s Reassigned Numbers Database and the DNO (Do-Not-Origin) list, to ensure only legitimate calls are routed through its network.

Caller ID Verification

- ValuTel employs measures to ensure the accuracy of caller ID information by verifying the legitimacy of originating numbers.

- Calls with spoofed or invalid caller ID information are flagged and blocked when appropriate.

2. Compliance with Caller ID Authentication

STIR/SHAKEN Implementation

- ValuTel has fully implemented the STIR/SHAKEN caller ID authentication framework across its IP-based network.
- Calls originating from ValuTel's network are authenticated with appropriate attestation levels (A, B, or C) to indicate the validity of the caller's identity.

Non-IP Network Robocall Mitigation

- ValuTel utilizes robocall mitigation practices for its legacy non-IP systems, including monitoring traffic patterns and blocking high-risk traffic.
- ValuTel completed its migration to an all IP-based systems in Q4 2021.

3. Certification Requirements

- ValuTel has certified compliance with the FCC's robocall mitigation rules and has submitted its robocall mitigation program to the FCC's Robocall Mitigation Database (RMD ID: RMD0008865).
- This program supports the certification and demonstrates ValuTel's proactive measures to prevent illegal robocalls.

4. Transparency and Accountability

Stakeholder Collaboration

- ValuTel cooperates with other voice service providers and traceback consortiums to trace the source of illegal robocalls.
- The company promptly responds to traceback requests and shares relevant information with authorized entities, including law enforcement and regulatory bodies.

Customer Education and Support

- ValuTel provides educational resources to its customers to help them identify and report suspected illegal robocalls.
- A dedicated hotline and online reporting portal are available for customers to report issues or concerns related to robocalls.

5. Periodic Updates and Reporting

- ValuTel reviews and updates this program annually or whenever significant changes are made to its network or mitigation practices.
- Updates are promptly filed with the FCC's Robocall Mitigation Database to maintain compliance and transparency.

6. Enforcement and Consequences

- Any customer or partner found to be originating illegal robocalls through ValuTel's network is subject to immediate service termination and referral to law enforcement as necessary.
- ValuTel works closely with regulatory authorities to address violations and ensure continued compliance.