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Robocall Mitigation Plan for VTCSecure

VTCSecure does not operate as a telecommunications carrier or provide private telecommunications services in the context of Video Relay Service (VRS) and Video Remote Interpreting (VRI). VTCSecure is exempt from the obligation to implement STIR/SHAKEN protocols.

Despite this exemption, VTCSecure has proactively implemented a comprehensive robocall mitigation plan to address potential security concerns. Furthermore, VTCSecure has liaised with its underlying North American Numbering Plan (NANP) numbering resource providers, Bandwidth, to ensure that calls originating from VTCSecure on their respective systems are subject to STIR/SHAKEN authentication protocols.

VTCSecure actively monitor calling behaviors to pinpoint potentially suspicious activities. Through diligent monitoring, VTCSecure identifies irregular calling patterns, such as calls of brief duration or those exceeding predetermined thresholds. These parameters are established following thorough analyses of user account settings, call histories, and telephone number validations.

Upon detection of anomalous calling behaviors, VTCSecure takes immediate action to safeguard its services. This may involve restricting a user's ability to initiate outbound calls. The monitoring practices deployed by VTCSecure are designed to detect sudden surges in call volume, instances of excessive calling within a short timeframe, and any other indicators of unusual calling patterns. In cases where such patterns are identified, VTCSecure initiates further investigation procedures, which may include temporarily disabling a user's account until the issue is resolved.

VTCSecure is committed to promptly and comprehensively addressing all traceback requests received from the Commission, law enforcement agencies, or industry traceback consortia. We pledge to cooperate fully with these entities in investigating and halting any illegal robocallers who exploit their services to initiate such calls.

This Robocall Mitigation Plan outlines the precise measures implemented by VTCSecure as of the date of this submission. VTCSecure consistently assess the effectiveness of their strategies in combating malicious actors and remain proactive in refining these measures as necessary.