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Robocall Mitigation Program (RMP)

Purpose:

This Robocall Mitigation Program (RMP) outlines the policies and procedures that DSSELL Invest employs to prevent and reduce the origination and transit of illegal robocalls on our network. Implementing these measures ensures compliance with Federal Communications Commission (FCC) regulations and caller ID authentication standards such as STIR/SHAKEN.

Scope:

The RMP applies to all voice services delivered by DSSELL Invest, covering wholesale, retail, and interconnected VoIP offerings. All employees, contractors, and partners involved in call routing, handling, and network operations are required to follow these guidelines.

Key Elements of the RMP:

1. Caller Identification and Authentication:

- Implement and maintain STIR/SHAKEN protocols on all IP-based voice services to authenticate caller ID information.
- Regularly update and monitor STIR/SHAKEN implementations to ensure the highest level of accuracy in caller ID verification.

2. Traffic Monitoring and Analysis:

- Continuously monitor voice traffic using analytics tools to identify patterns indicative of illegal robocall activity (e.g., high-volume short-duration calls, invalid caller IDs).
- Flag suspicious traffic for further review, and take prompt corrective action as necessary.

3. Blocking and Filtering Measures:

- Employ dynamic blocking systems that can filter out calls likely to be illegal or fraudulent based on call signatures, known bad actors, and real-time threat intelligence.
- Regularly update blocking lists and filtering criteria to stay current with emerging robocall schemes.

4. Compliance and Regulatory Alignment:

- Adhere to all FCC mandates and industry best practices related to robocall prevention and mitigation.
- Maintain documentation demonstrating compliance, including detailed logs of blocked or mitigated calls, and provide this information to regulators upon request.

5. Ongoing Training and Awareness:

- Train staff on robocall trends, prevention strategies, and compliance requirements.
- Foster a company culture focused on consumer protection and lawful call origination.

6. Collaboration with Partners and Industry:

- Coordinate with upstream and downstream carriers, industry consortia, and standards bodies to share threat intelligence and best practices.
- Encourage all interconnected partners to implement their own robust RMPs.



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7. Escalation and Enforcement:

- If illegal robocall activity is detected, promptly identify the source and take steps to halt the calls.
- Terminate relationships with non-compliant customers or partners that fail to cease originating unlawful robocalls.

Review and Update Process:

The RMP shall be reviewed at least annually—or more frequently if necessary—to reflect changes in regulations, technology, and criminal tactics. Updates and improvements to the program will be implemented promptly, and all relevant staff will be informed of revisions.

Conclusion:

By strictly enforcing this Robocall Mitigation Program, DSSELL Invest commits to upholding the integrity of our telecommunications services. The goal is to meaningfully reduce the volume of illegal robocalls, protect end users, and maintain trust and compliance within the communications ecosystem.