

Descent Technologies – Mitigation Plan – Updated 4/24:

1. Regulatory Compliance:

Ensure compliance with all relevant regulations such as the Telephone Consumer Protection Act (TCPA), Truth in Caller ID Act, and Federal Communications Commission (FCC) rules.

Regularly monitor updates and changes in regulations to adapt the mitigation plan accordingly.

2. Caller Authentication:

Implement caller authentication technologies such as Secure Telephone Identity (STI) and Secure Handling of Asserted information using toKENs (SHAKEN/STIR).

Utilize digital certificates to verify the legitimacy of callers and prevent spoofing.

3. Call Blocking and Filtering:

Deploy call-blocking solutions at the network level to identify and block known robocall numbers.

Implement call filtering mechanisms based on caller reputation, call patterns, and frequency analysis to identify potential robocalls.

4. Machine Learning and AI:

Utilize machine learning algorithms to analyze call patterns and identify potential robocalls based on characteristics such as call volume, frequency, and caller behavior.

Continuously train the AI model to adapt to evolving robocall tactics and patterns.

5. User Reporting and Feedback:

Encourage users to report suspicious or unwanted calls through a dedicated platform or app.

Analyze user feedback to identify new robocall trends and improve the effectiveness of mitigation strategies.

6. Collaboration and Information Sharing:

Collaborate with telecommunications providers, industry associations, and government agencies to share information and best practices for robocall mitigation.

Participate in industry-led initiatives such as the Robocall Traceback Consortium to trace and shut down illegal robocall operations.

7. Education and Awareness:

Educate consumers about how to recognize and avoid robocalls through public awareness campaigns, educational materials, and online resources.

Provide guidance on call-blocking tools and settings available on smartphones and landlines.

8. Legal Action Against Violators:

Pursue legal action against individuals or organizations found to be in violation of robocall regulations.

Work with law enforcement agencies and regulatory bodies to investigate and prosecute illegal robocall operations.

9. Continuous Improvement:

Regularly review and update the robocall mitigation plan based on the effectiveness of implemented strategies and emerging threats.

Invest in research and development to explore new technologies and methods for combating robocalls effectively.

10. Transparency and Accountability:

Maintain transparency with consumers regarding efforts to mitigate robocalls and provide channels for feedback and complaints.

Regularly publish reports on the effectiveness of robocall mitigation measures and progress made in reducing unwanted calls.

By implementing these strategies and maintaining vigilance, we aim to significantly reduce the impact of robocalls on consumers and uphold the integrity of communication networks.