

Robocall Mitigation Program

1. Objective

To prevent and mitigate illegal and unwanted robocalls, ensuring compliance with FCC regulations and protecting consumers from fraudulent activities.

2. Implementation of STIR/SHAKEN Framework

- **Caller ID Authentication:** Implement the STIR/SHAKEN framework across the entire network to authenticate caller IDs and prevent spoofing
- **Certification:** Certify the implementation of STIR/SHAKEN in the Robocall Mitigation Database

3. Robocall Detection and Blocking

- **Monitoring:** Continuously monitor call traffic for patterns indicative of illegal robocalls.
- **Blocking:** Implement systems to block calls identified as illegal or suspicious

4. Traceback and Cooperation

- **Response to Traceback Requests:** Commit to responding within 24 hours to traceback requests from the FCC, law enforcement, and industry traceback consortiums
- **Cooperation:** Cooperate fully with investigations to identify and stop illegal robocallers

5. Consumer Education and Support

- **Awareness Campaigns:** Educate consumers about robocall scams and how to protect themselves.
- **Support Channels:** Provide clear channels for consumers to report unwanted calls and seek assistance.

6. Regular Audits and Updates

- **Audits:** Conduct regular audits of the robocall mitigation measures to ensure effectiveness.
- **Updates:** Stay updated with the latest regulations and technological advancements to continuously improve the program

7. Reporting and Compliance

- **Certification Filing:** File certifications in the Robocall Mitigation Database detailing the steps taken to mitigate robocalls
- **Compliance Monitoring:** Regularly review compliance with FCC regulations and take corrective actions as needed