

Robocall Mitigation Program

Description - SIP Trunking Service

This document outlines our Robocall Mitigation Program for our SIP trunking service, detailing the processes and technologies we employ to identify, mitigate, and prevent illegal robocalls on our network. This program is designed to align with industry best practices and regulatory requirements, providing our customers with a secure and reliable communication platform.

Our approach to robocall mitigation integrates with phone systems such as 3CX, leveraging its capabilities to enhance call authentication and monitoring. The 3CX system provides tools for managing call routing, authentication, and call logging, which are crucial components of our mitigation strategy.

Key Mitigation Strategies

We utilize a multi-faceted approach to mitigate robocalls, incorporating both proactive and reactive measures. These strategies include:

- **Caller ID Authentication:** We support and encourage the use of STIR/SHAKEN protocol for caller ID authentication. This helps to verify the originating number and reduce call spoofing.
- **Call Monitoring and Analysis:** Our systems monitor call traffic for patterns indicative of robocalling, such as high call volumes and short call durations.
- **Customer Onboarding and Vetting:** We implement thorough customer onboarding processes to verify the legitimacy of businesses using our SIP trunking services.
- **Complaint Reporting and Response:** We provide channels for customers and end-users to report suspicious calls. Our team investigates these reports and takes appropriate action.

3CX Integration for Robocall Mitigation

The 3CX phone system plays a vital role in our mitigation strategy. Its features allow us to:

1. **Enforce STIR/SHAKEN:** Configure 3CX to support and enforce STIR/SHAKEN for outgoing calls. This helps to ensure that calls are properly authenticated before they are transmitted over our network.
2. **Monitor Call Activity:** Use 3CX's reporting tools to monitor call volumes, durations, and patterns. Identify anomalies that may indicate robocalling activity.
3. **Manage Call Routing and Blocking:** Configure call routing rules within 3CX to block or route suspicious calls.
4. **Maintain Detailed Call Logs:** Leverage 3CX's logging capabilities to maintain detailed records of all calls. These logs can be used for investigations and audits.

Here is a representation of how different stages integrate with the 3CX system.

Stage	Description	3CX Implementation
Call Origination	Call initiated by a user	3CX initiates STIR/SHAKEN authentication
Call Transmission	Call sent over our SIP trunk	SIP trunk transmits call and authentication data
Call Monitoring	Monitor call patterns	3CX provides call logs and reporting data
Issue Resolution	Investigate and resolve issues	3CX tools for call blocking and routing

Ongoing Program Review and Improvement

We continually review and update our robocall mitigation program to adapt to evolving tactics used by robocallers. This includes regular updates to our monitoring systems, staff training, and policy revisions.

We are committed to providing a secure and reliable communication service for our customers, and our Robocall Mitigation Program is a key component of that commitment.