

Robocall Mitigation Program Description for Siarum Communications, LLC

Overview

This document provides a comprehensive description of **Siarum Communications, LLC** 's Robocall Mitigation Program. Our program is designed to identify, manage, and mitigate the transmission of unwanted and illegal robocalls through our network, thereby protecting our subscribers and upholding regulatory standards.

Program Objectives

- **Detect and Prevent Illegal Robocalls:** Employ advanced technologies and methodologies to identify and prevent the origination, transmission, and termination of illegal robocalls.
- **Compliance with Regulations:** Ensure full compliance with FCC's requirements and guidelines concerning robocall mitigation.
- **Customer Protection and Awareness:** Protect customers from the nuisance and potential harm of robocalls and increase their awareness of robocall scams and prevention tools.

Components of the Robocall Mitigation Program

1. **Technology Deployment**
 - **STIR/SHAKEN:** Implementation of the STIR/SHAKEN protocol across our network for caller ID authentication, ensuring legitimacy of caller information.
 - **Anomaly Detection Systems:** Utilization of advanced analytics to identify unusual call patterns indicative of robocall activity.
2. **Call Blocking and Labeling**
 - Automated blocking of calls identified as illegal or unwanted based on analytics and intelligence from industry databases.
 - Providing customers with call labeling services to identify potential spam or fraud calls before they answer.
3. **Traceback Cooperation**
 - Active participation in industry traceback efforts to identify the source of illegal robocalls and facilitate their mitigation.
4. **Customer Education and Tools**
 - Offering customers information and tools to block or label unwanted calls, including how-to guides and access to third-party blocking services.
 - Conducting awareness campaigns on the dangers of robocalls and the importance of reporting suspicious calls.
5. **Reporting and Compliance**
 - Regular reporting to FCC on efforts and successes in robocall mitigation.
 - Documentation of procedures and policies for internal and regulatory audit purposes.
6. **Partnerships and Industry Collaboration**

- Engaging in partnerships with other service providers, industry groups, and technology vendors to share intelligence and best practices for robocall mitigation.

7. Ongoing Program Evaluation

- Continuous assessment of the effectiveness of the Robocall Mitigation Program.
- Adaptation and enhancement of strategies in response to evolving robocall tactics and regulatory requirements.

Governance

The program is overseen by Twilio responsible for ensuring its effectiveness, compliance, and adaptability to changing threats and regulations.

Contact Information

For more information or to report a robocall, customers and stakeholders can contact Siarum Communications, LLC at 205.783.1090.