



**Australian Phone Company PTY LTD**

31 Allanfield Crescent, Wantirna South, VIC, 3152

ABN: 93 635 635 102, ACN: 635 635 102

Phone: 1800 APHONE, Overseas: +61399998289

[www.australianphone.com.au](http://www.australianphone.com.au)

[support@australianphone.com.au](mailto:support@australianphone.com.au)

## **Australian Phone Company Robocall Mitigation Plan (RMP)**

### **1. Know Your Customer**

Australian Phone Company follows the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group.

(<https://docs.fcc.gov/public/attachments/DOC367133A1.pdf>)

### **2. Traceback**

Australian Phone Company responds to all traceback requests from the Commission, law enforcement, and the registered traceback consortium, as well as cooperates with such entities in investigating and stopping any illegal Robocallers that use Australian Phone Company's Voice service to originate calls.

### **3. STIR/SHAKEN Extensions**

Australian Phone Company is eligible for, and is taking the STIR/SHAKEN implementation extension, received under 47 CFR § 64.6304 because Australian Phone Company have fewer than 100,000 voice subscriber lines. All voice traffic that originates on the Australian Phone Company (s) is subject to the Robocall mitigation program described below.

### **4. Robocall Mitigation Program**

Australian Phone Company uses in house developed software tools to monitor its outbound voice traffic in real-time to detect and alert Australian Phone Company Support teams to the origination of illegal Robocalls. The software provides detailed reporting, identifying suspected illegal Robocalls, and alerts if Australian Phone Company network(s) originates any calls in which the calling number is invalid, unallocated, appears in a "Do Not Originate" list in the FCC consumer complaint database, OR has a poor reputation score. Australian Phone Company has implemented

internal processes to immediately investigate, within reasonable timeframes, any identified calls to determine if the caller was attempting to originate unlawful/illegal Robocalls that would fall within FCC guidelines. Australian Phone Company determines that the caller was attempting to originate unlawful/illegal Robocalls, Australian Phone Company will take action by means of written/electronic/verbal warning to stop the offending practice and/or, under FCC guidelines for Robocall Mitigation under the TRACED Act, may terminate the service as deemed appropriate.