

RMD Plan Eightrevolution

Developing a Robocall Mitigation Strategy (RMD) is crucial for organizations to align with FCC regulations aimed at curtailing unwanted and illegal robocalls. The following plan delineates essential measures and protocols to combat robocalls in accordance with the latest FCC directives:

1. Verifying Caller ID Authenticity:

Ensuring the precision and distinctiveness of our organization's caller ID data. Exploring robust caller ID authentication tools like Mix/SHAKEN to validate the legitimacy of calls originating from our organization.

2. Educating and Training Staff:

Educating employees on FCC regulations pertaining to robocalls and stressing the significance of compliance. Training staff to initiate calls solely to individuals who have expressly consented or hold an existing business relationship.

3. Deploying Call Blocking and Filtering Mechanisms:

Implementing mechanisms to block and filter calls, preventing illegal robocalls from reaching our customers. Maintaining an updated list of known robocall numbers to block.

4. Monitoring and Analyzing Call Patterns:

Utilizing call analysis tools and algorithms to detect and isolate unusual call traffic patterns indicative of robocall activity. Issuing alerts and investigating suspicious call patterns promptly.

5. Securing Explicit Consent:

Ensuring explicit consent from individuals before initiating any communications. Maintaining detailed records of consent, including date, time, and method of consent acquisition.

6. Offering Robocall Mitigation Services:

Providing customers with the option to opt-in to robocall mitigation services. Clearly communicating the benefits of such services in reducing unwanted calls.

7. Reporting Robocall Violations:

Encouraging both employees and customers to report robocall violations to the FCC. Collaborating with law enforcement and regulatory agencies in investigating robocall fraud.

8. Maintaining Comprehensive Compliance Records:

Maintaining organized records of all organization-initiated calls, including call logs, timestamps, and call content (if applicable). Ensuring compliance with the Telephone Consumer Protection Act (TCPA) and other pertinent regulations.

9. Regularly Assessing and Updating the Strategy:

Conducting periodic reviews of the robocall mitigation plan to evaluate its effectiveness. Making necessary updates and adjustments to ensure compliance with evolving FCC regulations.

10. Promoting Compliance Efforts:

Demonstrating our dedication to robocall mitigation and FCC compliance to cultivate trust with customers and partners. Providing pertinent information on our website and in customer communications.

11. Seeking Legal Counsel:

Consulting legal experts specializing in telecommunications and regulatory compliance to uphold compliance with all relevant laws and regulations.

12. Adhering to Regulatory Requirements:

Incorporating timely response protocols in line with regulatory mandates, such as those specified in 47 CFR 64.6305. Emphasizing the importance of traceback responses within 24 hours to maintain regulatory compliance and mitigate potential risks associated with non-compliance.

13. Enhancing Operational Efficiency:

Implementing a provision for traceback responses within 24 hours to bolster the efficiency and effectiveness of our RMD plan. Swift response times enable us to promptly address issues, safeguard network integrity, and reinforce trust among stakeholders.

By implementing this Robocall Mitigation Strategy, Eightrevolution aims to comply with FCC regulations, mitigate the risk of Robocall violations, and foster a more reliable telecommunications environment for our business and customers. Recognizing that FCC compliance demands continual diligence and adaptability.