

No STIR/SHAKEN Implementation – Performing Robocall Mitigation | 19. April 2024

Dear Federal Communications Commission,

VIER GmbH is a German Cloud Communication provider of various Customer Communication solutions for Enterprises. Our offering includes a Cloud Contact Center and a Voicebot Platform by the name of Cognitive Voice Gateway. Our target customers are Enterprises and Resellers.

Our principal company activities geographically gravitate around Germany and the DACH/Nordics region in Europe. As per the time of submitting our RMD registration, our US activities are in the build-up phase. We do not operate a US office as per the time of submission and have installed media servers in Atlanta GA to serve our US clients.

Due to our limited US business, we have not implemented a STIR/SHAKEN solution ourselves yet, and exclusively work with carrier partners that have implemented STIR/SHAKEN.

Below you will find a summary of some of the steps that we have taken to avoid robotic calls:

- 24/7 First-, second- and third-level support
- Inbound call checks
- Daily voice traffic monitoring with checks of key metrics like for example ACD, ASR and MOS
- Automated alerting system which checks for unusual peaks in calls and irregular patterns in call distribution
- We will promptly respond to requests and complaints from our carrier partners
- We can undertake measurements to block robotic calls or any type of unusual traffic immediately
- Automated fraud detection system for national and international calls
- Billing and account balance monitoring for all our clients
- We only use US service providers that have implemented STIR/SHAKEN

Please feel invited to take up contact with us for any questions, or items you wanted to address with us.



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