

Robocall Mitigation Program at Riptec Ltd

Introduction:

Riptec Ltd is committed to addressing the issue of illegal robocalls and adheres to the guidelines provided by the Federal Communications Commission (FCC) regarding the implementation of the Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted Information Using toKENs (SHAKEN) framework. This document outlines the specific reasonable steps we have taken to mitigate robocalls and avoid originating illegal robocall traffic as part of our comprehensive robocall mitigation program.

STIR/SHAKEN Implementation:

We are in the process of upgrading our servers and switches to allow us to implement the full STIR/SHAKEN framework as recommended by the FCC. This involves digitally signing outgoing calls with a certificate that attests to the legitimacy of the calling number. This cryptographic signature will provide verification to the recipient's network that the call is originating from a legitimate source.

Identity Verification:

Before allowing any user or entity to make outgoing calls on our platform, we have implemented a robust identity verification process. This includes verifying the legal identity of the caller, ensuring they have a valid reason to make calls, and conducting necessary background checks to prevent the misuse of our services for illegal robocalls.

Call Frequency Monitoring:

We actively monitor the frequency of outgoing calls made by each user or entity. Unusually high call rates are flagged for further investigation to prevent the mass origination of potential robocall traffic. This monitoring helps us detect and address any suspicious patterns promptly.

User Behaviour Analysis:

Our system employs behavioural analysis to detect unusual calling patterns. For instance, if a user who typically makes individual calls suddenly initiates a large number of simultaneous calls, our system identifies this behaviour as potentially problematic and takes appropriate actions to investigate it and block where necessary.

Call Content Monitoring:

We have implemented mechanisms to monitor the content of outgoing calls for compliance with FCC regulations. This ensures that the calls made through our platform adhere to legal and ethical standards and do not involve illegal telemarketing or scam activities.

User Reporting Mechanism:

We encourage users and recipients of calls to report any suspicious or unwanted calls through a user-friendly reporting mechanism. This helps us quickly identify and address any potential robocall issues that might arise.

Regular Compliance Audits:

We conduct regular internal compliance audits to assess the effectiveness of our robocall mitigation program. These audits help us identify areas of improvement, ensure ongoing adherence to FCC guidelines, and implement any necessary updates.

User Education:

We provide educational resources and guidelines to our users to help them understand the importance of responsible calling practices. By promoting awareness and understanding, we contribute to a collective effort to combat robocalls.

Cooperation with Law Enforcement:

In the event that we identify or where we have been alerted of any user or entity involved in illegal robocall activities, we promptly cooperate with law enforcement agencies to provide them with the necessary information and assistance for investigations.

Continuous Improvement:

Our robocall mitigation program is an evolving process. We stay updated with the latest industry standards, technological advancements, and regulatory changes to continuously improve our approach to mitigating robocalls effectively.

Conclusion:

Riptec Ltd is dedicated to mitigating robocalls and preventing the origination of illegal robocall traffic. By implementing the FCC-recommended STIR/SHAKEN framework, conducting thorough identity verification, monitoring call frequency and content, and fostering user cooperation, we are committed to upholding the highest standards of responsible communication and actively contributing to the reduction of robocall-related issues.