

# Robocall Mitigation Database Plan of Alphaveta LTD

## 1. Identification of Robocalls:

### a. Call Signaling Analysis:

- Utilize advanced call signaling analysis tools to identify patterns associated with robocalls.
- Implement machine learning algorithms to continuously adapt and recognize new robocall tactics.

### b. Audio Analysis:

- Employ voice recognition technology to analyze call audio for robotic patterns and unnatural cadences.
- Collaborate with industry databases for voiceprints associated with known robocallers.

## 2. Integration with Industry Databases:

### a. STIR/SHAKEN Protocol:

- Implement the Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted information using toKENs (SHAKEN) protocol to verify caller identities.

### b. Robocall Reputation Databases:

- Integrate with reputable robocall reputation databases to cross-verify incoming calls against known robocaller lists.

## 3. Customer Reporting and Feedback:

### a. User Reporting System:

- Develop a user-friendly interface or mobile app that allows customers to report suspected robocalls.
- Encourage users to provide feedback on false positives/negatives to enhance the system's accuracy.

#### **4. Dynamic Call Blocking:**

##### **a. Real-time Blocking:**

- Implement real-time call blocking based on the analysis of call signaling, audio patterns, and database lookups.
- Allow users to customize their blocking preferences through the app or online portal.

##### **b. Whitelist/Blacklist Management:**

- Enable users to create personalized whitelists and blacklists to control which calls are accepted or blocked.
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#### **5. Regular Database Updates:**

##### **a. Automated Updates:**

- Establish an automated system to regularly update the robocall mitigation database with the latest information from industry sources.

##### **b. Collaboration with Regulatory Authorities:**

- Collaborate with regulatory bodies to receive updated information on known robocallers and emerging trends.

#### **6. Education and Awareness:**

##### **a. Customer Education:**

- Educate customers on how to recognize and report robocalls.
- Provide regular updates on the effectiveness of the robocall mitigation system.

##### **b. Industry Collaboration:**

- Collaborate with other telecommunication companies to share insights and best practices in robocall mitigation.

## **7. Legal and Compliance Considerations:**

### **a. Compliance with Regulations:**

- Ensure that the robocall mitigation system complies with local and international regulations, such as the Telephone Consumer Protection Act (TCPA) and General Data Protection Regulation (GDPR).

### **b. Legal Actions Against Robocallers:**

- Work with legal authorities to take appropriate legal actions against identified and persistent robocallers.

## **8. Continuous Improvement:**

### **a. Monitoring and Analytics:**

- Implement a robust monitoring system to track the performance of the robocall mitigation system.
- Use analytics to identify areas for improvement and implement updates accordingly.

### **b. Customer Feedback Loop:**

- Establish a continuous feedback loop with customers to address any concerns and enhance the effectiveness of the system.