

Robocall Mitigation Database Plan of SPIRIENT PTE. 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.