

Robocall Mitigation Program Description

Introduction

The Mote Family Corporation (hereafter referred to as "TMFC") is committed to safeguarding the integrity of its communication services and protecting its customers from unwanted and illegal robocalls. This Robocall Mitigation Program (RMP) document outlines the measures and procedures TMFC has implemented to detect, prevent, and mitigate the transmission of illegal robocalls through its network, in compliance with the Federal Communications Commission (FCC) rules and guidelines.

Program Objectives

The primary objectives of the RMP are to:

- Detect and analyze patterns of calls that may indicate the presence of illegal robocalls.
- Prevent the initiation of illegal robocalls on the TMFC network.
- Mitigate the impact of illegal robocalls for TMFC customers.
- Ensure compliance with all applicable FCC regulations regarding robocalls.

Governance and Oversight

The RMP is overseen by a dedicated Robocall Mitigation Team (RMT), which includes members from TMFC's and upstream service providers' legal, compliance, operations, and customer service departments. The RMT is responsible for the program's implementation, monitoring, and periodic review.

Policies and Procedures

Caller Authentication

TMFC has adopted STIR/SHAKEN protocols to authenticate and verify the caller ID information for voice calls traversing its network. This technology helps ensure that caller ID information is not spoofed, thereby reducing the effectiveness of illegal robocalls.

Call Pattern Analysis and Monitoring

TMFC employs advanced analytics to monitor call patterns and identify potential illegal robocall activity. This includes monitoring for high volume, short duration calls, and other indicators of robocall campaigns.

Blocking and Filtering

TMFC has implemented call blocking and filtering solutions that allow for the identification and blocking of calls from known illegal robocallers, in accordance with FCC rules.



Customer Complaints and Feedback

TMFC has established a process for customers to report unwanted calls. This feedback is used to improve robocall detection and prevention strategies.

Partner and Vendor Compliance

TMFC requires all partners and vendors to comply with FCC regulations and TMFC's robocall mitigation policies. Contracts with third parties include provisions for compliance and accountability.

Technology and Infrastructure

TMFC utilizes state-of-the-art technology and infrastructure upgrades to support the RMP, including:

- Implementation of STIR/SHAKEN across the network.
- Advanced analytics and AI for call pattern analysis.
- Call blocking and filtering technologies.

Compliance and Reporting

TMFC commits to maintaining compliance with FCC regulations regarding robocalls and will submit annual certifications and reports to the FCC, detailing the effectiveness of its RMP and any adjustments made to improve its performance.

Continuous Improvement

TMFC is dedicated to the continuous improvement of its RMP. The RMT will regularly review the program's effectiveness, incorporating new technologies and best practices to enhance robocall mitigation efforts.

Conclusion

The Mote Family Corporation is committed to protecting its customers and the integrity of its network from illegal robocalls. Through the implementation of this Robocall Mitigation Program, TMFC pledges to take proactive steps to mitigate such calls, ensuring compliance with FCC regulations and fostering a safer communication environment for all its customers.

This document serves as a formal declaration of MFC's commitment to combating illegal robocalls and outlines the strategic approach to achieving this goal in compliance with FCC guidelines.

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