

ProSpire BPO Robocall Mitigation Program Description

Introduction:

The Federal Communications Commission (FCC) has mandated the implementation of robust robocall mitigation programs by voice service providers to combat the proliferation of illegal and unwanted robocalls. ProSpire BPO, as a responsible voice service provider, has developed a comprehensive Robocall Mitigation Program (RMP) to comply with FCC regulations and actively mitigate the occurrence of unlawful robocalls on our network.

Objectives:

The primary objectives of our Robocall Mitigation Program are:

To detect and prevent illegal robocalls from originating on our network.

To implement call authentication and verification mechanisms to ensure the authenticity of caller identities.

To provide enhanced call blocking and filtering capabilities to subscribers, minimizing the impact of unwanted robocalls.

To continually enhance and adapt our mitigation strategies in response to evolving robocall threats.

Key Components:

Caller ID Authentication: ProSpire BPO implements STIR/SHAKEN (Secure Telephone Identity Revisited/Signature-based Handling of Asserted information using tokens) protocols to authenticate caller IDs and verify the legitimacy of calls traversing our network.

Call Blocking and Filtering: We employ advanced call analytics and machine learning algorithms to identify and block suspicious or fraudulent calls in real-time. This includes identifying patterns indicative of robocall activity and blocking calls from known bad actors.

Consumer Education and Awareness: ProSpire BPO is committed to educating consumers about robocall threats and empowering them with tools and information to protect themselves against such calls. This includes providing guidance on call blocking features and best practices for identifying and reporting illegal robocalls.

Collaboration and Information Sharing: We actively collaborate with industry stakeholders, law enforcement agencies, and regulatory bodies to share information and intelligence on emerging robocall threats. This collaborative approach enables us to stay ahead of evolving tactics employed by robocallers.

Compliance and Reporting: ProSpire BPO adheres to all FCC regulations pertaining to robocall mitigation and regularly submits compliance reports detailing our mitigation efforts, including statistics on call blocking, authentication, and consumer complaints.

Conclusion:

ProSpire BPO is dedicated to combating the scourge of illegal robocalls through the implementation of our comprehensive Robocall Mitigation Program. By leveraging advanced technologies, fostering industry collaboration, and prioritizing consumer protection, we aim to create a safer and more secure telecommunications ecosystem for all.