

Robocall mitigation is crucial for telecom companies like Managed Telcom Inc to ensure customer satisfaction, regulation compliance, and protection against fraud. Here's a comprehensive plan for Managed Telcom Inc. to mitigate robocalls:

Regulatory Compliance:

Stay updated with all regulations and guidelines from regulatory bodies such as the Federal Communications Commission (FCC) in the US.

Ensure compliance with regulations such as the Telephone Consumer Protection Act (TCPA) and the Truth in Caller ID Act.

Call Authentication:

Implement call authentication technologies such as STIR/SHAKEN (Secure Telephone Identity Revisited/Signature-based Handling of Asserted Information Using Tokens) to verify caller identities and reduce spoofing.

Encourage other carriers and service providers to adopt STIR/SHAKEN for a more comprehensive approach.

Caller ID Verification:

Implement robust caller ID verification processes to detect and prevent spoofed caller IDs.

Flag calls with unverified or suspicious caller IDs for further scrutiny.

Robocall Detection:

Deploy advanced analytics and machine learning algorithms to identify patterns indicative of robocalls.

Continuously update detection algorithms to adapt to evolving robocall tactics.

Call Blocking and Filtering:

Offer call-blocking and filtering services to customers, allowing them to block unwanted calls based on predefined criteria such as caller ID, call frequency, and call behavior.

Utilize real-time databases of known robocallers to proactively block such calls.

Customer Education:

Educate customers about robocall threats and the importance of call verification.

Provide guidance on how to recognize and report robocalls effectively.

Internal Controls:

Implement strict internal controls to prevent unauthorized access to customer data and calling resources.

Regularly audit systems and processes to identify and mitigate vulnerabilities.

Collaboration with Industry Partners:

Collaborate with other telecom providers, industry groups, and law enforcement agencies to share information and best practices for combating robocalls.

Participate in industry forums and initiatives focused on robocall mitigation.

Continuous Monitoring and Improvement:

Monitor call traffic and robocall trends in real time to identify emerging threats.

Regularly review and update the robocall mitigation plan to incorporate new technologies and strategies.

Transparency and Reporting:

Provide transparent reporting to customers about the effectiveness of robocall mitigation efforts.

Promptly investigate and address any customer complaints or concerns related to robocalls.

By implementing these measures, Managed Telcom Inc. can significantly reduce the impact of robocalls on its customers and uphold its reputation as a reliable telecom provider.