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Robocall Mitigation Database External Filing Instructions

Version: January 2024

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I. INTRODUCTION

The Robocall Mitigation Database can be found at <https://fccprod.servicenowservices.com/rmd>.

Upon landing on the Robocall Mitigation Database site, four options will appear on the Database welcome page: “Download,” “View Database,” Log In,” and “Create Account.”

Please note that registration is not required for downloading and viewing the Database. The Robocall Mitigation Database is available for viewing online and in a downloadable .CSV file by any member of the public.

II. VIEW DATABASE

a. Downloading the Database

- i. To download the Robocall Mitigation Database, go to: <https://fccprod.servicenowservices.com/rmd> and click on the “Download” button in the bottom left corner of the page.

See Figure 1 below.

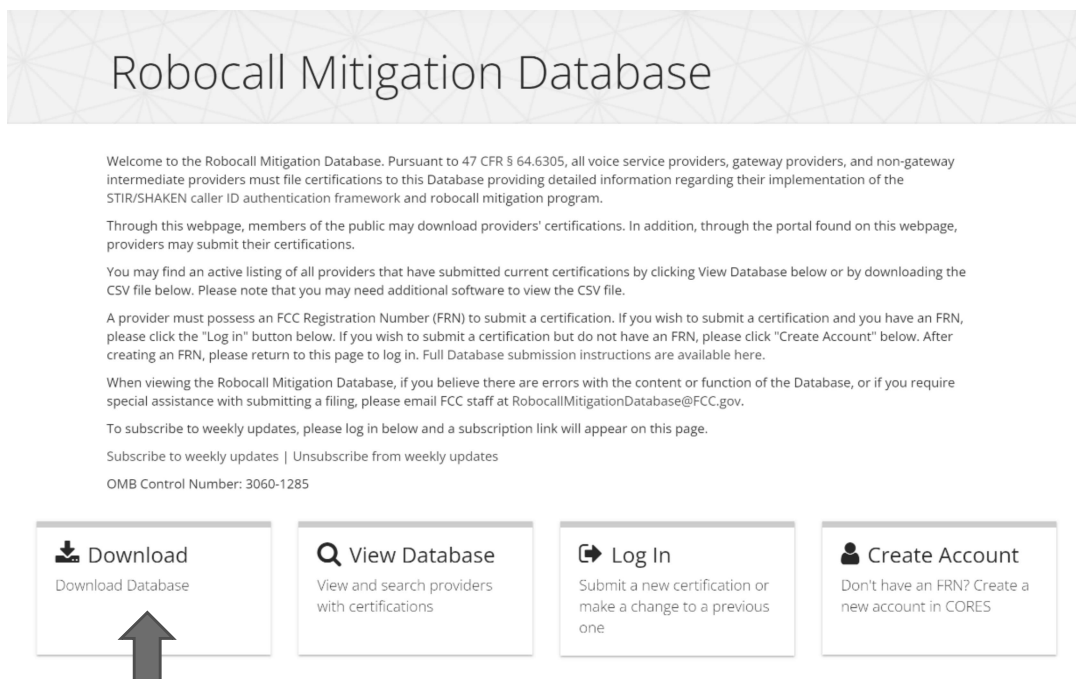


Figure 1 – Welcome Page, click “Download” to download the Database.

- ii. After you click “Download,” your browser may prompt you to choose an application to view the .CSV file. Please note that you may need additional software to view the Database file.

b. Viewing the Database

- i. To view the Robocall Mitigation Database, go to <https://fccprod.servicenowservices.com/rmd> and click on the “View Database” button at the bottom left corner of the page.

See Figure 2 below.

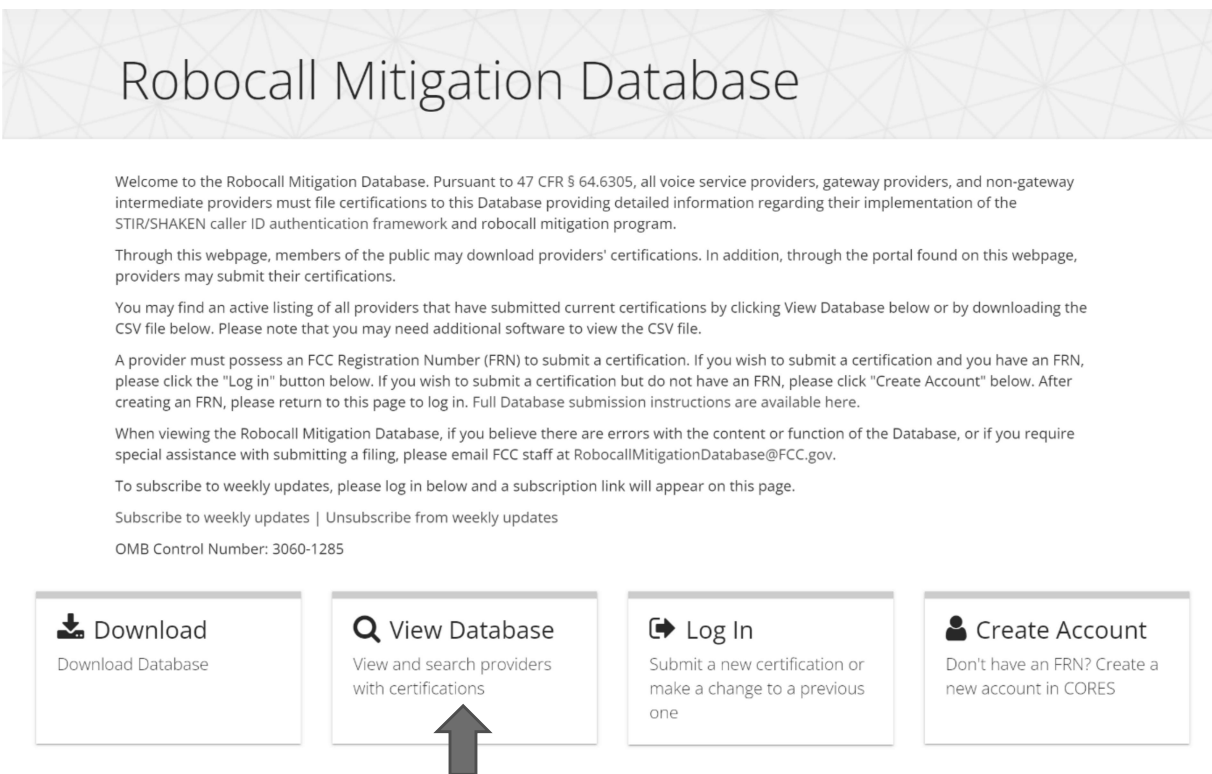


Figure 2 – Welcome Page, click “View Database” to view the Database.

- ii. When viewing the Robocall Mitigation Database, if you believe there are errors with the content or function of the Database, or if you require special assistance with submitting a filing, please email FCC staff at RobocallMitigationDatabase@FCC.gov.
- iii. To subscribe to weekly updates, you must first log in with a CORES account. Once logged in, a “Subscribe to weekly updates” link will appear.

c. Searching the Database

- i. To conduct a text search within the Database, click the “View Database” button at the bottom of the page. You will then arrive at the Public Listings Page and a “Keyword Search” box will be located in the top right of the screen.

See Figure 3 below.

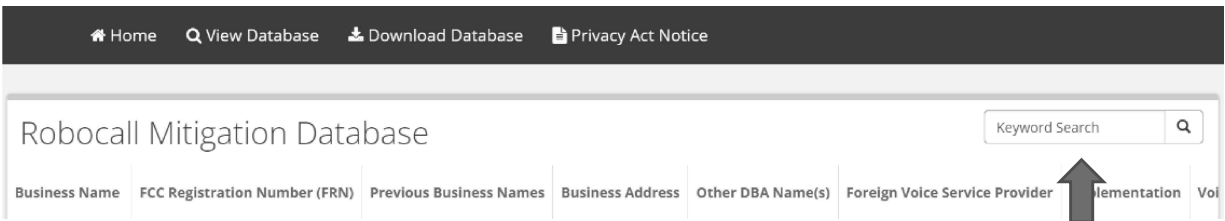


Figure 3 – Public Listings Page, use the “Keyword Search” box to search the Database.

- ii. To view all columns of the Database, use the horizontal scroll bar located at the bottom of the screen.

See Figure 4 below.

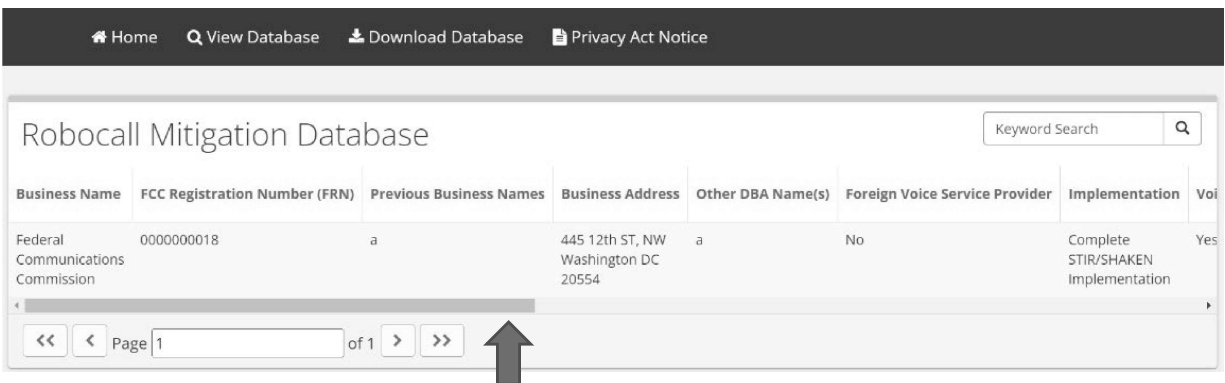


Figure 4 – Public Listings Page, use the horizontal scroll bar to view all columns.

d. Accessing the Database via API

- i. This API provides programmatic read access to this dataset including the ability to filter and query data. Detailed instructions on how to access the Database via API are available at the following link: <https://us-fcc.box.com/v/rmd-api-documentation>.

III. SUBMIT AND MANAGE FILINGS WITHIN THE DATABASE

a. Submitting a Filing

A Commission Registration System (CORES) account and an FCC Registration Number (FRN) are needed to submit a filing.

- If you need a CORES account or an FRN, please click the “Create Account” button in the bottom right corner of the page or visit <https://apps.fcc.gov/cores/userLogin.do> to begin the CORES account creation process. On this page, there are CORES Tutorial Videos that can assist with this process.
- Please note that the form cannot be submitted with an individual-type FRN. Please contact CORES if you need assistance registering a business-type FRN.

See Figure 5 below.

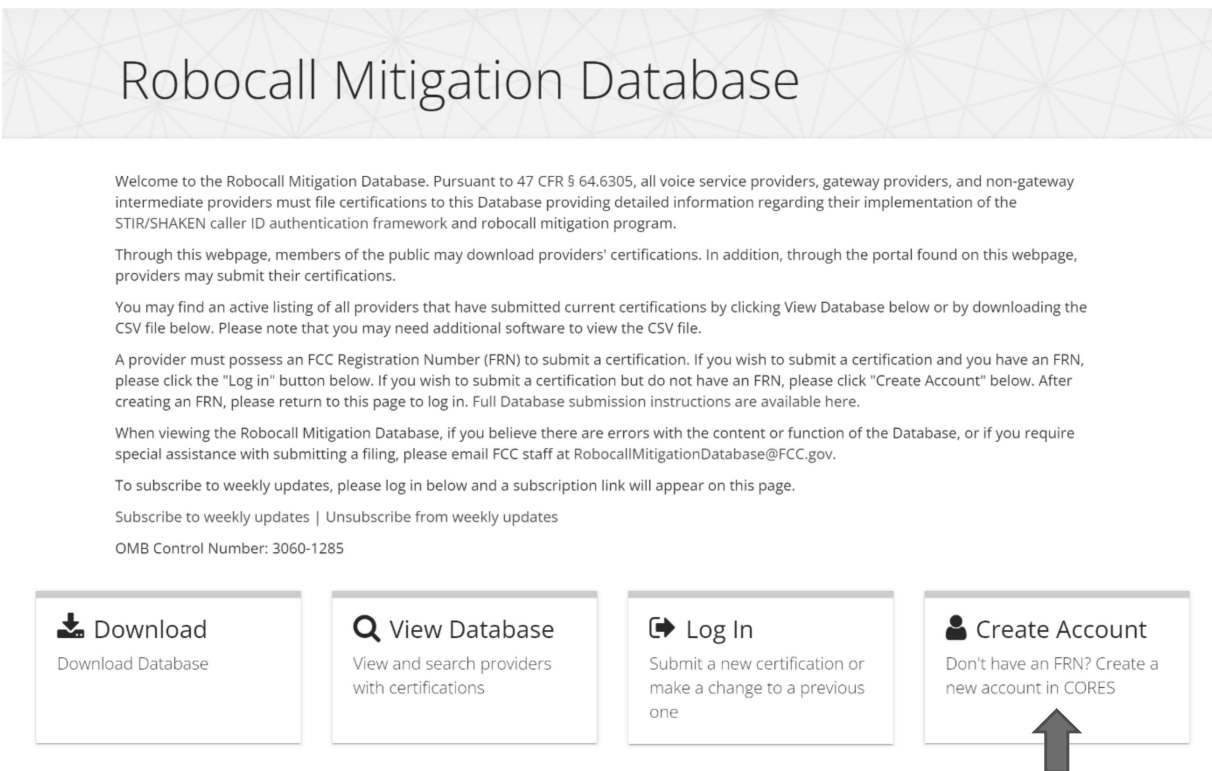


Figure 5 – Welcome Page, click “Create Account” to create a CORES account.

- Voice Service Providers, Gateway Providers, and Non-Gateway Intermediate Providers with a CORES account and an FRN can proceed below.

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- i. Once you have a CORES account and an FRN, you can log in and submit a filing by clicking the “Log In” button on the Robocall Mitigation Database Welcome Page.

See Figure 6 below.

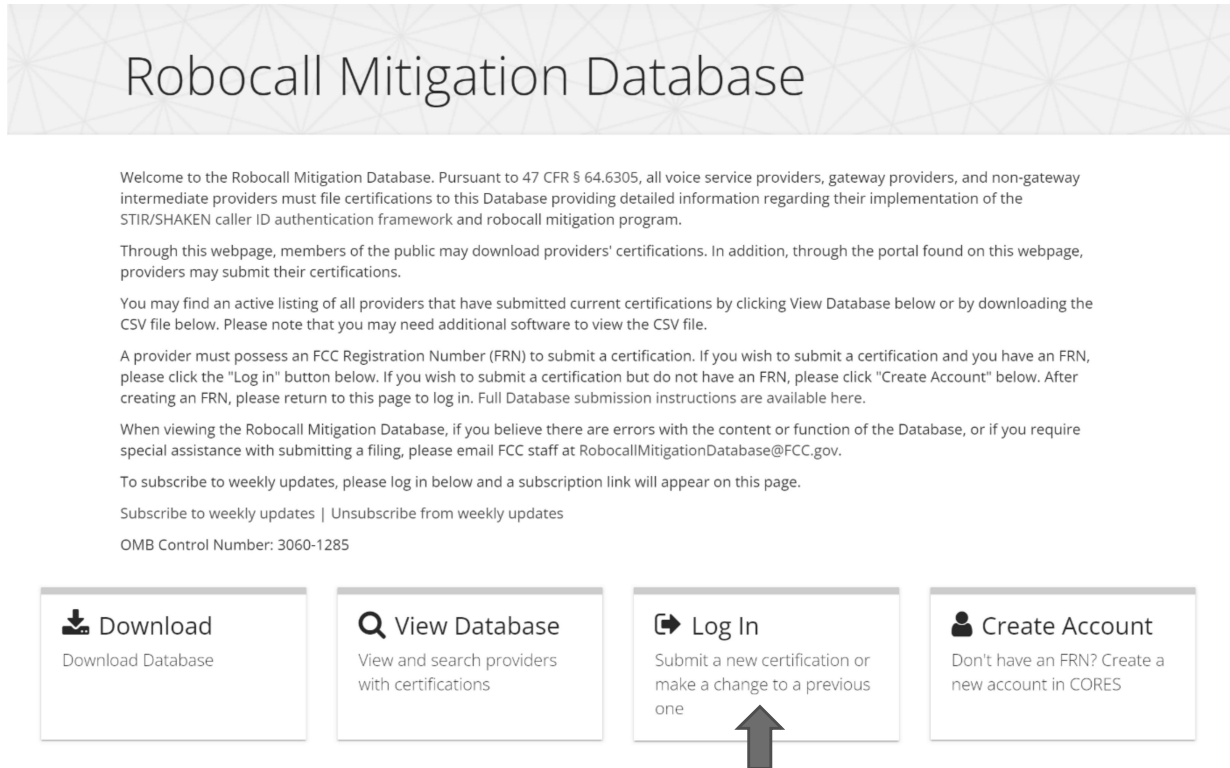


Figure 6 – Welcome Page, click “Log In” to log into the Database.

- ii. Once you log in, you will arrive at the Robocall Mitigation Database Landing Page. Click the “Start a New Filing” button to begin the filing process.

See Figure 7 below.

When viewing the Robocall Mitigation Database, if you believe there are errors with the content or function of the database, or if you require special assistance with submitting a filing, please email FCC staff at RobocallMitigationDatabase@FCC.gov.

To subscribe to weekly updates, please log in below and a subscription link will appear on this page.

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Figure 7 – Landing Page, click “Start a New Filing” to start a filing.

- iii. Once you click “Start a New Filing,” you will arrive at a new screen prompting you for your FRN (see Figure 8 below). Note that only business-type FRNs that are associated with the user and not already selected in the “FCC Registration Number (FRN)” field for another filing will be available for selection in the FRN drop-down box located at the top of the form. If no FRNs are available to select in the “FCC Registration Number (FRN)” field, the form cannot be completed.

See Figure 8 below.

New Filing

* FCC Registration Number (FRN)

Business Name

Business Address

* Type of Provider Filing

- ☐ Voice Service Provider Filing
- ☐ Gateway Provider Filing
- ☐ Non-Gateway Intermediate Provider Filing

Please separate entered values with a semicolon

* Other FRNs (enter 'None' if you have none)

* Foreign Voice Service Provider

* Other DBA Name(s) (enter 'None' if you have none)

* Principals, Affiliates, Subsidiaries, and Parent Companies (if you require more space, please provide this information in your robocall mitigation program description)

* Previous Business Names (enter 'None' if you have none)

Figure 8 – New Filing Form, Provider Details

- iv. Once an FRN has been selected, the “Business Name” and “Business Address” fields will auto populate with the business name and address associated with the selected business-type FRN in CORES. Please note that the “Business Name” and “Business Address” fields are read only. If any changes need to be made to the “Business Name” or “Business Address” fields, you must make the edits directly in CORES.

- v. Next, you must indicate whether the filing entity is a Voice Service Provider, Gateway Provider, and/or Non-Gateway Intermediate Provider. If the provider serves more than one role in the call chain, please select all options that apply.
- vi. Foreign Voice Service Providers, including Gateway and Non-Gateway Intermediate Providers that are also Foreign Voice Service Providers, must select “Yes” from the drop-down menu in the “Foreign Voice Service Provider” field, and domestic U.S. providers must select “No.” Foreign Voice Service Providers must then select the country associated with their “Business Address” from the drop-down list found in the “Country for Business Address” field. For domestic providers, this field will auto-populate with “United States of America.”
- vii. Please list any Principals, Affiliates, Subsidiaries, and Parent Companies in the corresponding textbox. If you require additional space, please provide this information in your robocall mitigation program description attachment (see Section III.a.xvii, below).
- viii. Please list any other FRNs, DBA names, or previous business names associated with the filing entity in the “Other FRNs,” “Other DBA Names,” and “Previous Business Names” fields, as appropriate. When inputting multiple values into any of these fields, please separate the entered values with a semicolon. If you have none, please enter “None.”
- ix. Once you enter the initial business information, scroll to the “Contact Information” section, and enter the information for your robocall mitigation point of contact. These fields will ask for information including contact name, title, department, address, telephone number, and email. You can also copy the information found in the “Business Address” and “Country for Business Address” fields into the relevant contact address fields by clicking the “Contact Address Same as Business Address” box. The relevant contact address fields will then auto-populate with the information from the “Business Address” and “Country for Business Address” fields.

See Figure 9 below.

Contact Information

*Robocall Mitigation Contact Name

*Contact Title

*Contact Department

☐ Contact Address Same as Business Address

*Contact Street

Contact Street Continued

*Contact City

*Contact Zip Code

*Contact Telephone Number

*Contact Country

Contact State, Province, County, District, Region, etc.

Contact Phone Extension

*Contact Email

Figure 9 – New Filing Form, Contact Information Section

- x. Once you enter the robocall mitigation contact information, scroll to the “Additional Information” section. In this section, you are required to provide information regarding the provider’s role in the call chain, whether the provider has been the subject of a robocall-related government action or investigation, and the provider’s Operating Company Number (OCN), if it has one.
- xi. If you checked the “Voice Service Provider Filing” checkbox, then a field labeled “Voice Service Provider Role in the Call Chain” will appear. You must indicate the voice service provider’s role in the call chain by selecting one and only one of the following four options from the drop-down menu:
 - Voice Service Provider with a STIR/SHAKEN implementation obligation serving end-users;

- Voice Service Provider with a STIR/SHAKEN obligation acting as a wholesale provider originating calls;
- Voice Service Provider with a STIR/SHAKEN obligation acting as a wholesale provider originating calls and serving end-users; or
- Voice Service Provider without a STIR/SHAKEN obligation

See Figure 10 below.

Additional Information

*Voice Service Provider Role in the Call Chain

-- None --

-- None --

Voice Service Provider with a STIR/SHAKEN implementation obligation serving end-users

Voice Service Provider with a STIR/SHAKEN obligation acting as a wholesale provider originating calls

Voice Service Provider with a STIR/SHAKEN obligation acting as a wholesale provider originating calls and serving end-users

Voice Service Provider without a STIR/SHAKEN obligation

Figure 10 – Additional Information Section, Voice Service Provider Role in the Call Chain

If you checked the “Gateway Provider Filing” checkbox, then a field labeled “Gateway Provider Role in the Call Chain” will appear. You must indicate the gateway provider’s role in the call chain by selecting one and only one of the following two options from the drop-down menu:

- Gateway Provider with a STIR/SHAKEN obligation; or
- Gateway Provider without a STIR/SHAKEN obligation

See Figure 11 below.

Additional Information

* Gateway Provider Role in the Call Chain

-- None --

-- None --

Gateway Provider with a STIR/SHAKEN obligation

Gateway Provider without a STIR/SHAKEN obligation

* Operating Company Number (OCN)

-- None --

Figure 11 – Additional Information Section, Gateway Provider Role in the Call Chain

If you checked the “Non-Gateway Intermediate Provider Filing” checkbox, then a field labeled “Non-Gateway Intermediate Provider Role in the Call Chain” will appear. You must indicate the non-gateway intermediate provider’s role in the call chain by selecting one and only one of the following two options from the drop-down menu:

- Non-Gateway Intermediate Provider with a STIR/SHAKEN obligation; or
- Non-Gateway Intermediate Provider without a STIR/SHAKEN obligation

See Figure 12 below.

Additional Information

* Non-Gateway Intermediate Provider Role in the Call Chain

-- None --

-- None --

Non-Gateway Intermediate Provider with a STIR/SHAKEN obligation

Non-Gateway Intermediate Provider without a STIR/SHAKEN obligation

* Operating Company Number (OCN)

-- None --

Figure 12 – Additional Information Section, Non-Gateway Intermediate Provider Role in the Call Chain

Please note that if you checked more than one provider filing-type checkbox at the beginning of the form, then multiple dropdown menus will appear in this section for each provider-type's role in the call chain. You must select one and only one option from each of the drop-down menus to complete the form.

- xii. Below the role in the call chain field(s), you will find a statement regarding the filing entity's involvement in a formal Commission, law enforcement, or regulatory agency action or investigation. Please read this statement carefully. If the statement is true regarding the filing entity, you must select "Yes" from the drop-down menu. If the statement is false regarding the filing entity, you must select "No" from the drop-down menu.

See Figure 13 below.

Additional Information

*The filing entity has, at any time in the prior two years, been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

-- None --
▼

Figure 13 – Additional Information Section, Prior Action or Investigation

If you select "Yes" from the drop-down menu, a textbox will appear prompting you to describe the action or investigation, including all law enforcement or regulatory agencies involved, the date that any action or investigation was commenced, the current status of the action or investigation, a summary of the findings of wrongdoing made in connection with the action or investigation, and whether any final determinations have been issued. You must complete this field. If you require additional space, please provide this information in your robocall mitigation program description attachment (see Section III.a.xvii, below).

See Figure 14 below.

Additional Information

*The filing entity has, at any time in the prior two years, been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

*Provide a description of any such action or investigation, including all law enforcement or regulatory agencies involved, the date that any action or investigation was commenced, the current status of the action or investigation, a summary of the findings of wrongdoing made in connection with the action or investigation, and whether any final determinations have been issued (if you require more space, please provide this information in your robocall mitigation program description).

Figure 14 – Additional Information Section, Description of Prior Action or Investigation

- xiii. In the drop-down menu labeled “Operating Company Number (OCN)”, please indicate if the provider has an OCN by selecting either “Yes” or “No”.

See Figure 15 below.

Additional Information

*The filing entity has, at any time in the prior two years, been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

*Operating Company Number (OCN)

Certification

Figure 15 – Additional Information Section, Operating Company Number

If you select “Yes” from the drop-down menu, a textbox will appear prompting you to manually enter the provider’s OCN.

See Figure 16 below.

Additional Information

*The filing entity has, at any time in the prior two years, been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

*Operating Company Number (OCN)

*OCN

Figure 16 – Additional Information Section, Enter Operating Company Number

- xiv. Once you have completed the additional information section, scroll to the “Certifications” section. Here you will be required to select a certification option corresponding to the provider’s level of STIR/SHAKEN implementation. If you checked more than one provider filing-type checkbox at the beginning of the form, you must select one certification option from each set of options for the provider filing-type(s) you selected. Please read the certification language carefully for each option you select.

Voice Service Providers – Please select one of the three Voice Service Provider certification options from the “Voice Service Provider Certification” section of the form.

See Figure 17 below.

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*Voice Service Provider Certification (Choose one)

- ☐ Option 1: Complete STIR/SHAKEN Implementation. The filer certifies that all of the calls that it originates on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(a), which shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has fully implemented the STIR/SHAKEN authentication framework across its entire network and all calls it originates are compliant with 47 CFR § 64.6301(a)(1) and (2).
- ☐ Option 2: Partial STIR/SHAKEN Implementation. The filer certifies that all of the calls that it originates on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(a), which shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has implemented the STIR/SHAKEN authentication framework on a portion of its network and all calls it originates on that portion of its network are compliant with 47 CFR § 64.6301(a)(1) and (2).
- ☐ Option 3: No STIR/SHAKEN Implementation. The filer certifies that all of the calls that it originates on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(a), which shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has not implemented the STIR/SHAKEN authentication framework on any portion of its network.

Figure 17 – Certification Section, Voice Service Provider Certification

Note that if you select “Option 2” or “Option 3,” a textbox will appear requiring you to state the rule that exempts the filer from compliance and explain in detail why this exemption applies to the filer. If you require additional space, please provide this information in your robocall mitigation program description attachment (see Section III.a.xvii, below).

See Figure 18 below.

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*Voice Service Provider Certification (Choose one)

- ☐ Option 1: Complete STIR/SHAKEN Implementation. The filer certifies that all of the calls that it originates on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(a), which shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has fully implemented the STIR/SHAKEN authentication framework across its entire network and all calls it originates are compliant with 47 CFR § 64.6301(a)(1) and (2).
- ☒ Option 2: Partial STIR/SHAKEN Implementation. The filer certifies that all of the calls that it originates on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(a), which shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has implemented the STIR/SHAKEN authentication framework on a portion of its network and all calls it originates on that portion of its network are compliant with 47 CFR § 64.6301(a)(1) and (2).
- ☐ Option 3: No STIR/SHAKEN Implementation. The filer certifies that all of the calls that it originates on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(a), which shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has not implemented the STIR/SHAKEN authentication framework on any portion of its network.

*State the rule that exempts the filer from compliance and explain in detail why that exemption applies to the filer (if you require more space, please provide this information in your robocall mitigation program description).

Figure 18 – Certification Section, Voice Service Provider Certification, State Rule Exemption

- xv. **Gateway Providers** – Please select one of the three Gateway Provider certification options from the “Gateway Provider Certification” section of the form.

See Figure 19 below.

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* Gateway Provider Certification (Choose one)

- ☐ Option 1: Complete STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(b), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has fully implemented the STIR/SHAKEN authentication framework across its entire network and all calls it carries or processes are compliant with 47 CFR § 64.6302(b).
- ☐ Option 2: Partial STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(b), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has implemented the STIR/SHAKEN authentication framework on a portion of its network and all calls it carries or processes on that portion of its network are compliant with 47 CFR § 64.6302(b).
- ☐ Option 3: No STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(b), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has not implemented the STIR/SHAKEN authentication framework on any portion of its network for carrying or processing calls.

Figure 19 – Certification Section, Gateway Provider Certification

Note that if you select “Option 2” or “Option 3,” a textbox will appear requiring you to state the rule that exempts the filer from compliance and explain in detail why this exemption applies to the filer. If you require additional space, please provide this information in your robocall mitigation program description attachment (see Section III.a.xvii, below).

See Figure 20 below.

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*** Gateway Provider Certification (Choose one)**

- ☐ Option 1: Complete STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(b), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has fully implemented the STIR/SHAKEN authentication framework across its entire network and all calls it carries or processes are compliant with 47 CFR § 64.6302(b).
- ☐ Option 2: Partial STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(b), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has implemented the STIR/SHAKEN authentication framework on a portion of its network and all calls it carries or processes on that portion of its network are compliant with 47 CFR § 64.6302(b).
- ☒ Option 3: No STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(b), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has not implemented the STIR/SHAKEN authentication framework on any portion of its network for carrying or processing calls.

*** State the rule that exempts the filer from compliance and explain in detail why that exemption applies to the filer (if you require more space, please provide this information in your robocall mitigation program description).**

Figure 20 – Certification Section, Gateway Provider Certification, State Rule Exemption

- xvi. **Non-Gateway Intermediate Providers**– Please select one of the three Non-Gateway Intermediate Provider certification options from the “Non-Gateway Intermediate Provider Certification” section of the form.

See Figure 21 below.

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* Non-Gateway Intermediate Provider Certification (Choose one)

- ☐ Option 1: Complete STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(c), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has fully implemented the STIR/SHAKEN authentication framework across its entire network and all calls it carries or processes are compliant with 47 CFR § 64.6302(c).
- ☐ Option 2: Partial STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(c), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has implemented the STIR/SHAKEN authentication framework on a portion of its network and all calls it carries or processes on that portion of its network are compliant with 47 CFR § 64.6302(c).
- ☐ Option 3: No STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(c), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has not implemented the STIR/SHAKEN authentication framework on any portion of its network for carrying or processing calls.

Figure 21 – Certification Section, Non-Gateway Intermediate Provider Certification

Note that if you select “Option 2” or “Option 3,” a textbox will appear requiring you to state the rule that exempts the filer from compliance and explain in detail why this exemption applies to the filer. If you require additional space, please provide this information in your robocall mitigation program description attachment (see Section III.a.xvii, below).

See Figure 22 below.

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* Non-Gateway Intermediate Provider Certification (Choose one)

- ☐ Option 1: Complete STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(c), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has fully implemented the STIR/SHAKEN authentication framework across its entire network and all calls it carries or processes are compliant with 47 CFR § 64.6302(c).
- ☒ Option 2: Partial STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(c), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has implemented the STIR/SHAKEN authentication framework on a portion of its network and all calls it carries or processes on that portion of its network are compliant with 47 CFR § 64.6302(c).
- ☐ Option 3: No STIR/SHAKEN Implementation. The filer certifies that all of the calls that it carries or processes on its network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(c), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls. The filer also certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has not implemented the STIR/SHAKEN authentication framework on any portion of its network for carrying or processing calls.

* State the rule that exempts the filer from compliance and explain in detail why that exemption applies to the filer (if you require more space, please provide this information in your robocall mitigation program description).

Figure 22 – Certification Section, Non-Gateway Intermediate Provider Certification, State Rule Exemption

- xvii. **Upload Robocall Mitigation Program Description** – All providers are required to upload a robocall mitigation program description meeting the requirements of 47 CFR § 64.6305(d)(ii)-(iii) (for voice service providers), (e)(ii)-(iii) (for gateway providers), and/or (f)(ii)-(iii) (for non-gateway intermediate providers). More information regarding the required contents of the robocall mitigation plan is available in DA 24-73 (Filing Instructions Public Notice).

If you would like to designate a portion of your filing as confidential and you have filed such a request in WC Docket No. 17-97 of the Electronic Comment Filing System (ECFS), you can check the box stating that you request that some of the filing's contents be kept confidential. Once checked, you must upload both confidential (i.e., unredacted) and non-confidential (i.e., redacted) documents. All documents must be uploaded in PDF format.

See Figure 23 below.

Upload Robocall Mitigation Program Description

- ☐ The filer requests that some of the filing's contents be kept confidential and has filed such a request in the Electronic Comment Filing System (ECFS)

Document must be in PDF format. For further information regarding the required contents of the robocall mitigation program description, please refer to the Robocall Mitigation Database filing instructions, available at <https://www.fcc.gov/sites/default/files/rmd-instructions.pdf>.

* PDF

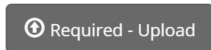


Figure 23 – Upload Robocall Mitigation Program Description Section

- xviii. To submit a filing, the declaration statement must be checked and the “Officer e-Signature” box must be signed.

See Figure 24 below.

Declaration

- ☐ * I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on 1/16/2024.

* Officer e-Signature

Figure 24 – Declaration Section

- xix. Once all required fields have been completed, click the “Submit” button to submit your filing.

See Figure 25 below.

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Declaration

☒ *I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Executed on 1/16/2024.

*Officer e-Signature

Jane Doe

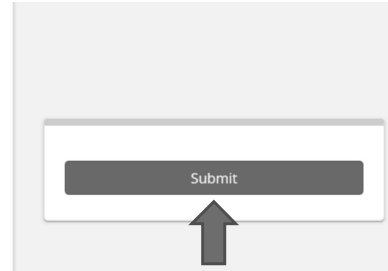


Figure 25 – Click “Submit” to submit your filing

- xx. Once you click “Submit,” you will be directed to a page confirming your submission.

See Figure 26 below.

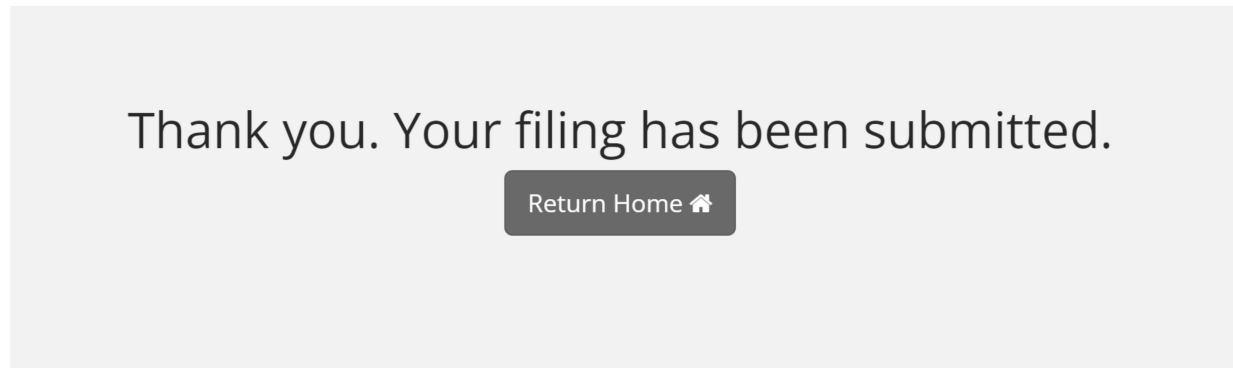


Figure 26 – Confirmation Page

- xxi. Click the “Return Home” button to go back to the Landing Page. Once you are back on the Landing Page, you can view, revise, or delete your submitted filing.

See Figure 27 below.

≡ My Filings				
Number	FCC Registration Number (FRN)	Business Name ^	Business Address	Robocall Mitigation Contact Name
	0003770732	Gulf Coast Broadcasting Co. Inc.	26946 Martinique Drive PO Box 679 Orange...	ff
< > Rows 1 - 1 of 1				

Figure 27 – Landing Page Displaying Submitted Filings

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- xxii. To view the details of a previously submitted filing, click the filing listed on the Landing Page to open the submission form. This will display a read-only view of the information that was submitted, along with options to delete or revise the filing in the top right corner of the form. The revise and delete options are addressed in Sections III.b and III.c, below.

See Figure 28 below.

The screenshot displays a web form for the Robocall Mitigation Database. At the top right, there are two buttons: 'Delete' and 'Revise'. Below these is a section labeled 'Attachments' with a 'Download PDF' button. The main content area is titled 'Federal Communications Commission' and contains the following fields:

- Attachments:** A link to 'Test PDF.pdf'.
- Robocall Mitigation Database Number:** A text field containing 'RMD0010585'.
- Provider Details:**
 - *FCC Registration Number (FRN):** A dropdown menu showing '0000000018'.
 - *Business Name:** A text field containing 'Federal Communications Commission'.
 - Business Address:** A text field containing '445 12th ST, NW' and 'Washington DC 20554'.

Figure 28 – Click a filing to display a detailed view of what was submitted

b. Revising a Filing

- i. To revise a submitted filing, go to <https://fccprod.servicenowservices.com/rmd>, and click on the “Log In” button toward the bottom of the page.

See Figure 29 below.

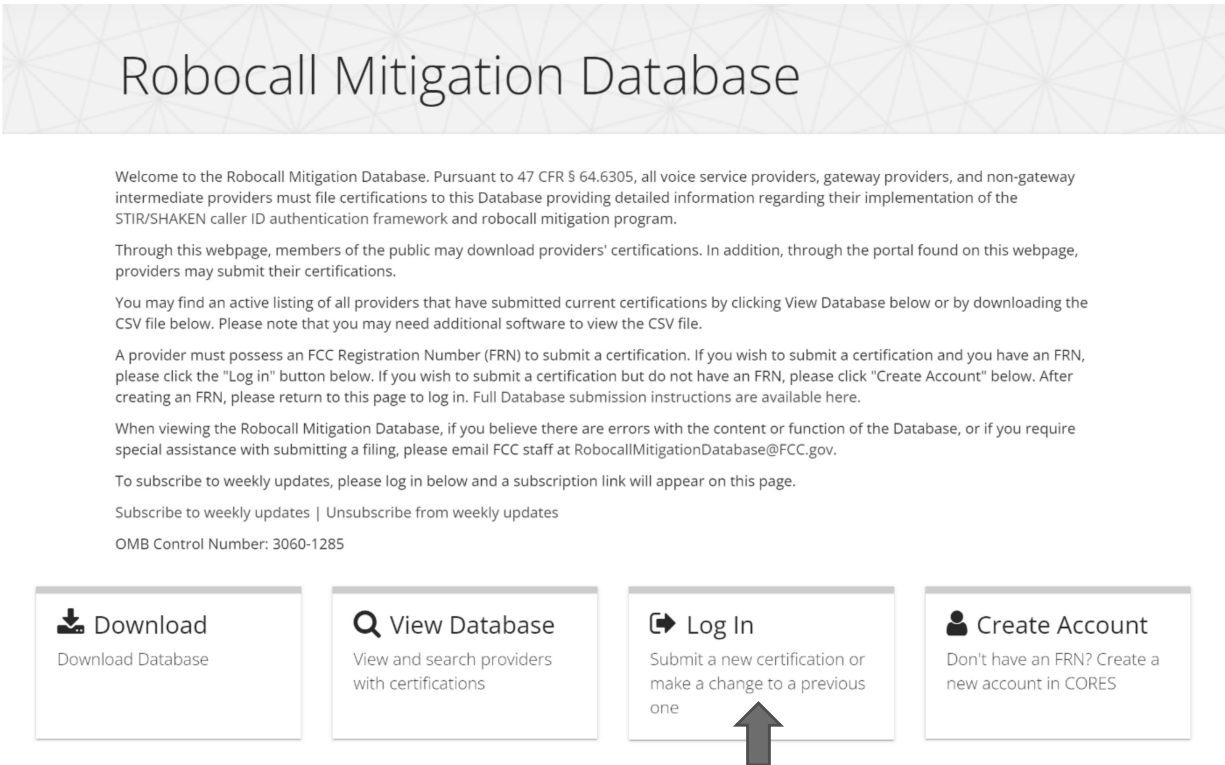


Figure 29 – Welcome Page, click “Log In” to log into the Database

- ii. Once you are logged into your CORES account, click the filing you want to revise from the list of submitted filings. Then click the “Revise” button at the top right of the form.

See Figure 30 below.

Delete

Revise

Attachments

Download PDF

Federal Communications Commission

Attachments

Test PDF.pdf

Robocall Mitigation Database

Number

RMD0010585

Provider Details

*FCC Registration Number (FRN)

0000000018

*Business Name

Federal Communications Commission

Business Address

445 12th ST, NW
Washington DC 20554

Figure 30 – Submitted Filing, click the “Revise” button to revise the filing

- iii. Once you click the “Revise” button, you can make changes to the editable fields on the form.
- iv. Note that you will not be able to edit the FRN, Business Name, or Business Address fields. If any changes need to be made to the “Business Name” or “Business Address” fields, please make those edits directly in CORES. In order for the Database to update with any changes made in CORES, first log out of the Database and then log back in. Once logged in, select the submitted filing from the Landing Page, click “Revise” and the changes will be reflected.
- v. Once all revisions have been made, you will need to re-certify and re-submit the filing. This means the “Declaration” section must be completed again in order to submit the revised filing.

See Figure 31 below.

Declaration

☒ *I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Executed on 1/16/2024.

*Officer e-Signature

Jane Doe

Submit

Figure 31 – Declaration Section must be completed before submitting a revised filing

- vi. Once you click “Submit,” you will be directed to the Confirmation Page.

See Figure 32 below.

Thank you. Your filing has been submitted.

Return Home 

Figure 32 – Confirmation Page

- vii. Click the “Return Home” button to go back to the Landing Page. Once you are back on the Landing Page, you can view, revise, or delete your submitted filing(s).

c. Deleting a Filing

- i. To delete a submitted filing, go to: <https://fccprod.servicenowservices.com/rmd>, and click on the “Log In” button toward the bottom of the page.

See Figure 33 below.

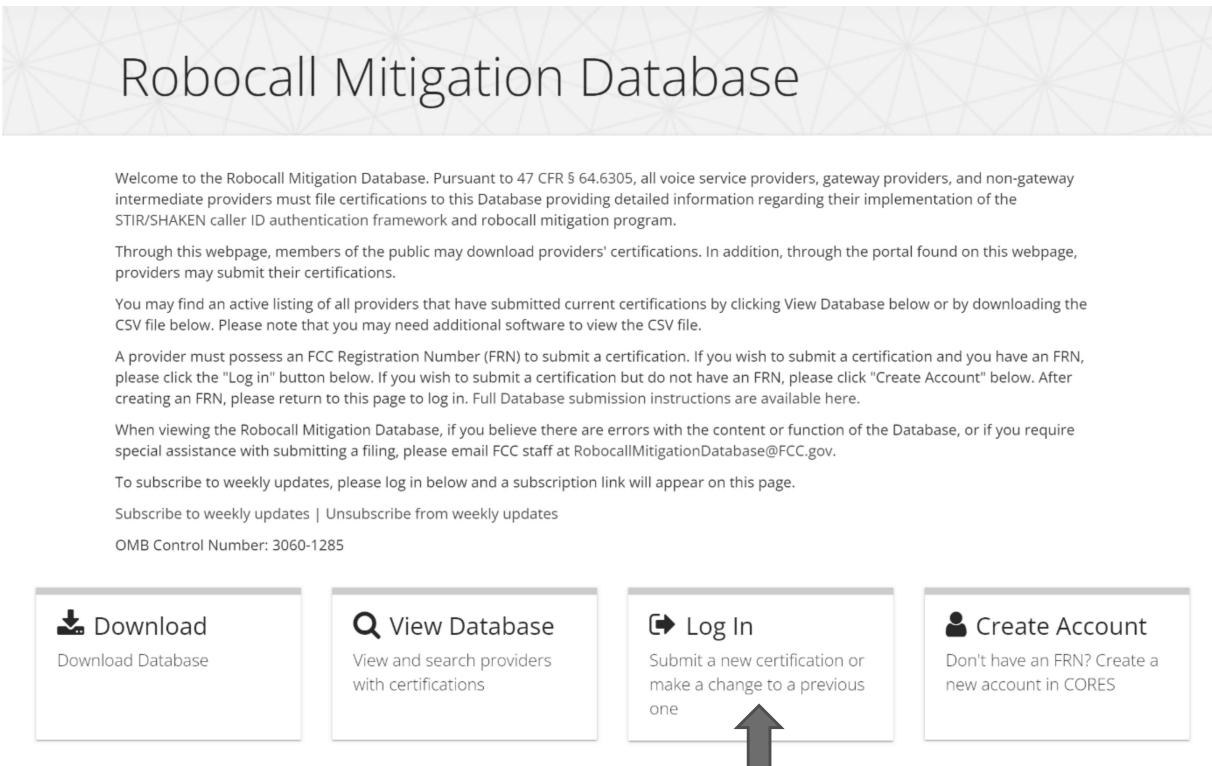
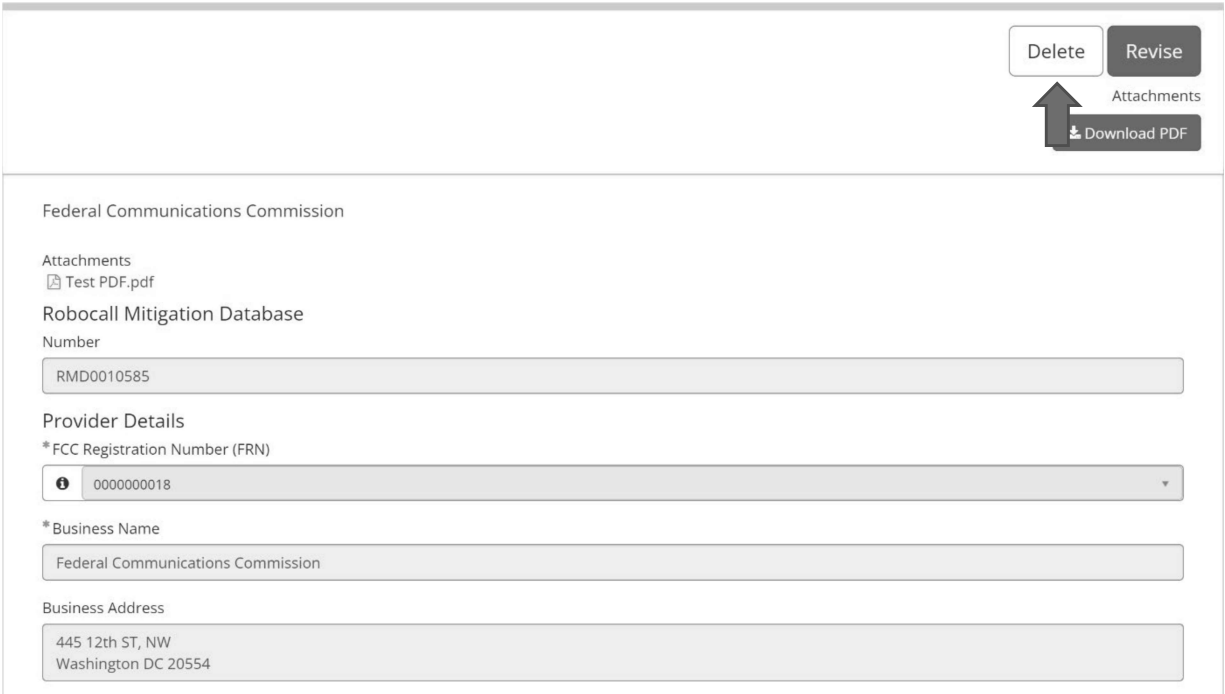


Figure 33 – Welcome Page, click “Log In” to log into the Database

- ii. Once you are logged into your CORES account, click the filing you want to delete from the list of submitted filings. Then click the “Delete” button at the top right of the form.

See Figure 34 below.

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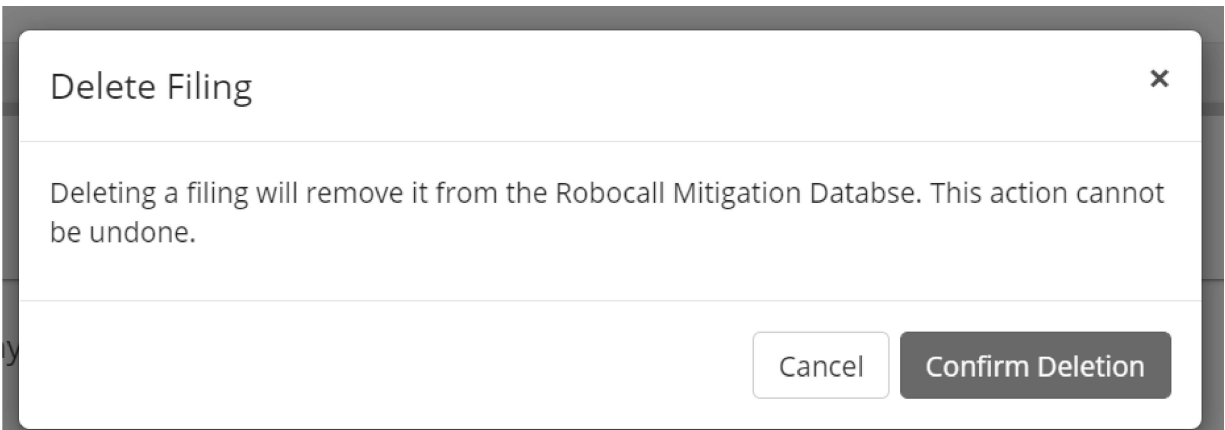
The screenshot shows a web interface for the Robocall Mitigation Database. At the top right, there are buttons for "Delete" and "Revise", and a "Download PDF" button with an upward arrow icon. Below these buttons, the text "Attachments" is visible. The main content area displays the following information:

- Federal Communications Commission
- Attachments
 - Test PDF.pdf
- Robocall Mitigation Database
- Number
 - RMD0010585
- Provider Details
 - *FCC Registration Number (FRN)
 - 0000000018
 - *Business Name
 - Federal Communications Commission
 - Business Address
 - 445 12th ST, NW
 - Washington DC 20554

Figure 34 – Submitted Filing, click “Delete” to delete the filing

- iii. Once you click the “Delete” button, a pop-up window will appear giving you the option to cancel or confirm the deletion.

See Figure 35 below.



The screenshot shows a pop-up window titled "Delete Filing" with a close button (X) in the top right corner. The main text inside the window reads: "Deleting a filing will remove it from the Robocall Mitigation Databse. This action cannot be undone." At the bottom right, there are two buttons: "Cancel" and "Confirm Deletion".

Figure 35 – Deletion Pop-Up Window, click “Confirm Deletion” to delete the filing

- iv. Once you click “Confirm Deletion,” the filing will be removed from the Robocall Mitigation Database and you will be directed back to the Landing Page. If you click “Cancel,” the pop-up window will disappear, the filing will not be removed from the Robocall Mitigation Database, and you will return to the submitted filing.