



INTERNET SOLUTIONS

APTITUDE

Robocall Mitigation Plan

1. Introduction

This plan outlines Aptitude Internet's approach to mitigate and prevent illegal robocalls, protect consumers, and comply with regulatory requirements.

2. Objectives

- Prevent the initiation of illegal robocalls.
- Comply with STIR/SHAKEN standards via Alianza, Aptitude Internet's STIR/SHAKEN-compliant voice service provider.
- Collaborate with industry partners and carriers to detect and block suspicious calls.

3. Key Actions

- STIR/SHAKEN Implementation: Aptitude Internet leverages Alianza's fully compliant STIR/SHAKEN protocols to authenticate caller IDs for all calls, ensuring they originate from verified sources.
- Call Blocking: Tools are in place to block invalid or unassigned numbers, with active monitoring of call patterns to identify and block potential robocalls.
- Collaborations: Aptitude Internet partners with carriers, regulatory bodies (e.g., the FCC), and Alianza to trace and identify robocall sources and trends.

4. Consumer Protection

- Alerting Consumers: Aptitude Internet will alert users of suspicious calls and provide tools (e.g., call labeling, blocking) to help customers avoid robocalls.

5. Compliance and Reporting

- Legal Adherence: Ensure compliance with FCC guidelines, the Telephone Consumer Protection Act (TCPA), and state laws.
- Incident Reporting: Customers can report robocalls for prompt investigation and response.

6. Monitoring and Continuous Improvement

- Monitoring: Continuous call traffic analysis with updates to address new robocall tactics.
- Review: Regular updates to incorporate new technologies, regulatory changes, and best practices.

Robocall Mitigation Practices

- Blocklists: VOIP systems employ blocklists for numbers or IPs flagged for spam or robocalling.



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- **Authenticated Devices:** Only devices authenticated within the VOIP system can make or receive calls.
- **Number Formatting:** Only properly formatted numbers are accepted.
- **Log Review:** Call logs are reviewed regularly to detect and address any suspected spam or robocalls.