

Strategy for Robocall Mitigation - RMD

A robust strategy for Robocall Mitigation is essential for organizations to comply with FCC regulations aimed at curbing unwanted and illegal robocalls. The following plan outlines crucial steps and protocols to tackle robocalls in line with the latest FCC guidelines:

1. Validating Caller ID: Ensuring the accuracy and uniqueness of our organization's caller ID information. Exploring comprehensive caller ID authentication tools such as Mix/SHAKEN to verify the legitimacy of calls originating from our organization.
2. Employee Training and Education: Educating staff on FCC regulations concerning robocalls and stressing the importance of compliance. Training employees to initiate calls only to individuals who have given explicit consent or have an existing business relationship.
3. Deployment of Call Blocking and Filtering: Implementing mechanisms to block and filter calls to prevent illegal robocalls from reaching our customers. Regularly updating and maintaining a list of known robocall numbers for blocking.
4. Monitoring and Analyzing Call Traffic: Using call analysis tools and algorithms to identify and isolate unusual call traffic patterns indicative of robocall activity. Issuing alerts and triggers for suspicious call patterns and promptly investigating them.
5. Obtaining Explicit Consent: Understanding FCC Regulations: Keeping up to date with the latest FCC updates on robocalls is crucial for long-term compliance. Skylinesol has consistently monitored the FCC's website for updates and compliance requirements. Ensuring explicit consent from individuals before initiating any communications. Maintaining records of consent, including the date, time, and method of consent acquisition.
6. Provision of Robocall Mitigation Services to Customers: Providing customers with the option to opt-in to robocall mitigation services. Clearly communicating the benefits of such services in reducing nuisance calls.

7. Reporting Robocall Violations: Encouraging employees and customers to report robocall violations to the FCC. Collaborating with law enforcement and regulatory agencies in investigations related to robocall fraud.

8. Maintenance of Internal Compliance Records: Keeping organized records of all calls made by our organization, including call logs, timestamps, and call content (if applicable). Ensuring compliance with the Telephone Consumer Protection Act (TCPA) and other relevant regulations.

9. Periodic Review and Update of Strategy: Conducting regular reviews of the robocall mitigation plan to evaluate its effectiveness. Making necessary updates and adjustments to remain compliant with evolving FCC regulations.

10. Promotion of Compliance Efforts: Demonstrating our commitment to robocall mitigation and FCC compliance to build trust with customers and partners. Providing relevant information on our website or in customer communications.

11. Seeking Legal Guidance: Consulting legal experts specializing in telecommunications and regulatory compliance to ensure our organization remains compliant with all relevant laws and regulations.

12. Compliance with Regulatory Requirements: Ensuring our RMD plan includes timely response protocols in line with regulatory mandates, such as those outlined in 47 CFR 64.6305. Emphasizing the need for traceback responses within 24 hours demonstrates our commitment to adhering to legal standards and maintaining regulatory compliance, thereby mitigating potential risks associated with non-compliance.

13. Enhancement of Operational Efficiency and Effectiveness: Implementing a provision for traceback response within 24 hours not only aligns with regulatory expectations but also strengthens the efficiency and effectiveness of our RMD plan. Swift response times enable us to promptly address issues, mitigate the spread of harmful activities, and safeguard our network integrity. This proactive approach not only minimizes potential disruptions but also reinforces trust and reliability among stakeholders, fostering a positive reputation within the telecommunications industry.

By implementing this Robocall Mitigation Strategy, Skylinesol aims to comply with FCC regulations, reduce the risk of Robocall violations, and contribute to a more trustworthy telecommunications environment for both our business and our customers. Recognizing that compliance with FCC regulations requires ongoing diligence and adaptability.