

Shopgenie Robocall Mitigation Program

Last updated: May 7th, 2024

1. Introduction

This document outlines the Robocall Mitigation Program for Shopgenie, established to prevent the origination of illegal robocalls through our network. This program complies with the FCC's standards and guidelines.

2. Company Information

- Name: Shopgenie
- Point of Contact: Cayden Phipps, Regulatory Compliance
- Email: support@shopgenie.io
- Phone: (480) 597-1936

3. Service Profile

Shopgenie originates and terminates calls. As we build our telecommunications infrastructure, we are committed to implementing robust measures against illegal robocalls.

4. Call Volumes

Shopgenie anticipates processing approximately 10,000 calls per month. This volume will be continuously monitored and reassessed to ensure effective mitigation strategies are maintained.

5. Monitoring and Mitigation Strategies

- Development of Analytics: Implement analytics systems to monitor call patterns and identify potential robocalls.
- Caller ID Authentication: Use STIR/SHAKEN standards to authenticate caller IDs, ensuring the legitimacy of the calling parties.
- Blacklisting: Implement dynamic blacklisting capabilities to block numbers identified as sources of illegal robocalls.
- Partnership with Service Providers: Collaborate with other network providers to trace back illegal calls and enhance network-wide mitigation efforts.
- Regular Audits: Conduct regular audits of call traffic to identify and address vulnerabilities.

6. Training and Procedures

- Employee Training: Extend existing training modules to include identification and handling of suspected illegal robocalls. Educate employees on FCC regulations and the legal implications of robocalls.
- Consumer Education: Provide information to our customers about robocalls, including how to identify and report them.
- Regular Updates: Keep training materials updated with the latest regulatory changes and technological advancements.

7. Cooperation with Law Enforcement and Regulatory Bodies

- Reporting Mechanisms: Establish clear protocols for reporting illegal robocall activities to the FCC and other relevant authorities.
- Data Sharing: Engage in proactive sharing of information with law enforcement and regulatory bodies to assist in investigations and enforcement actions.
- Compliance Reviews: Participate in regular compliance reviews to ensure adherence to legal standards and to foster transparency with regulatory bodies.

8. Program Review and Updates

This program will be reviewed annually, or more frequently if significant changes in call volumes or patterns occur. Updates will be made to reflect technological advancements, regulatory requirements, and emerging threats.

9. Documentation and Record Keeping

Maintain thorough records of all robocall mitigation activities, including training sessions, audits, and cooperation with authorities. These records will be available for regulatory review upon request.