

Robocall Mitigation Plan for GenXSolutions Ltd

Introduction

GenXSolutions Ltd., as a Foreign Voice services provider, recognizes the importance of mitigating robocalls to protect its clients and maintain the integrity of its services. This document outlines the strategies and actions GenXSolutions will implement to mitigate robocalls effectively.

1. Call Authentication and Verification

a. Caller ID Verification

- **Policy:** GenXSolutions will only pass calls if the caller ID is provided and registered on the GenXSolutions platform.
- **Implementation:**
 - Use a robust caller ID authentication system.
 - Regularly update the database of verified caller IDs.

b. STIR/SHAKEN Protocols

- **Policy:** Implement the STIR/SHAKEN (Secure Telephone Identity Revisited/ Signature-based Handling of Asserted Information Using Tokens) framework to authenticate and verify caller IDs.
- **Implementation:**
 - Integrate STIR/SHAKEN standards into the VoIP infrastructure.
 - Ensure that all in-house clients comply with these protocols.

2. Network Monitoring and Analytics

a. Real-Time Monitoring

- **Policy:** Continuous monitoring of call traffic to detect anomalies indicative of robocalls.
- **Implementation:**
 - Deploy real-time network monitoring tools.
 - Set up automated alerts for suspicious call patterns (e.g., high call volumes from a single number).

b. Advanced Analytics

- **Policy:** Utilize advanced analytics to identify and block robocall patterns.
- **Implementation:**
 - Use machine learning algorithms to analyze call metadata.
 - Regularly update algorithms to adapt to new robocall techniques.

3. Client Management and Education

a. Client Verification

- **Policy:** Only provide VoIP services to verified in-house clients. UK gov registered small and medium-sized businesses.
- **Implementation:**
 - Conduct thorough background checks on all potential clients.
 - Maintain a whitelist of verified clients.

b. Client Education

- **Policy:** Educate clients on robocall mitigation practices.
- **Implementation:**
 - Provide training materials and regular updates on best practices.
 - Conduct webinars and workshops on robocall prevention.

4. Regulatory Compliance

a. Compliance with International Regulations

- **Policy:** Adhere to all relevant international regulations and standards for robocall mitigation.
- **Implementation:**
 - Regularly review and update compliance policies.
 - Work with legal experts to ensure adherence to the latest regulations.

b. Reporting Mechanisms

- **Policy:** Implement mechanisms for reporting and responding to robocall incidents.
- **Implementation:**
 - Establish a dedicated team for handling robocall reports.
 - Provide clear channels for clients to report suspected robocalls.

5. Technological Enhancements

a. Use of Blacklists and Whitelists

- **Policy:** Maintain and update blacklists of known robocallers and whitelists of verified numbers.
- **Implementation:**
 - Collaborate with industry partners to share and update lists.
 - Automate the process of updating blacklists and whitelists.

b. Call Filtering Technology

- **Policy:** Implement call filtering technologies to block unwanted robocalls.
- **Implementation:**
 - Deploy software solutions that filter calls based on pre-set criteria.
 - Regularly update filtering criteria to respond to new threats.

6. Incident Response and Feedback Loop

a. Incident Response Plan

- **Policy:** Develop and maintain a comprehensive incident response plan for robocall incidents.
- **Implementation:**
 - Define clear steps for responding to robocall incidents.
 - Train staff on incident response procedures.

b. Feedback Mechanism

- **Policy:** Establish a feedback loop to improve robocall mitigation strategies continuously.
- **Implementation:**
 - Collect feedback from clients on robocall incidents and mitigation effectiveness.
 - Regularly review and adjust strategies based on feedback.

7. Collaboration and Information Sharing

a. Industry Collaboration

- **Policy:** Collaborate with other VoIP providers and industry bodies to combat robocalls.
- **Implementation:**
 - Participate in industry forums and working groups.

- Share information on robocall trends and mitigation techniques.

b. Law Enforcement Cooperation

- **Policy:** Cooperate with law enforcement agencies to track and prosecute robocallers.
- **Implementation:**
 - Provide timely information and support to law enforcement investigations.
 - Establish protocols for data sharing with authorities.

Conclusion

GenXSolutions Ltd. is committed to protecting its clients from robocalls through a comprehensive mitigation plan involving authentication, monitoring, client management, regulatory compliance, technological enhancements, incident response, and collaboration. By implementing these strategies, GenXSolutions aims to maintain the highest standards of service integrity and customer satisfaction.