

Robocall Mitigation Plan for ASAP Corporation

1. Introduction

ASAP Corporation is committed to combating illegal robocalls and ensuring compliance with the Federal Communications Commission (FCC) regulations. This plan outlines the measures and procedures we implement to mitigate the origination and transmission of unlawful robocalls on our network.

2. Company Overview

- ****Service Provided****: Voice services with call forwarding.
- ****Technology Utilized****: SIP trunks, STIR/SHAKEN framework.

3. Regulatory Framework

This plan is developed in compliance with:

- The TRACED Act
- FCC's rules on robocall mitigation (47 CFR § 64.6305)
- STIR/SHAKEN implementation mandate

4. STIR/SHAKEN Implementation

ASAP Corporation has implemented the STIR/SHAKEN framework across our IP networks to verify caller ID information for calls carried over SIP trunks. This helps authenticate the caller and identify potential robocalls.

- ****Call Authentication****: All outbound calls are authenticated using STIR/SHAKEN standards, providing a trust score that helps determine the legitimacy of the call.
- ****Call Verification****: We verify incoming calls that pass through our network to ensure they are properly authenticated.

5. Robocall Mitigation Strategies

5.1 Network Monitoring and Analysis

- ****Real-time Monitoring****: Continuous monitoring of call traffic patterns to identify anomalies indicative of robocalling.
- ****Analytics Tools****: Use of advanced analytics tools to detect and block suspicious call patterns.
- ****Traffic Analysis****: Regular analysis of call detail records (CDRs) to identify potential robocalls.

5.2 Call Blocking and Labeling

- ****Automatic Call Blocking****: Implementing systems to automatically block calls that fail authentication or are identified as high-risk.
- ****Call Labeling****: Labeling calls based on their trust score so that end-users can make informed decisions about answering calls.

5.3 Customer and Caller ID Management

- **Caller ID Validation**: Ensuring accurate and legitimate caller ID information is transmitted with each call.
- **Customer Vetting**: Rigorous vetting processes for new customers to ensure they are legitimate and not using our services for illegal robocalling.

5.4 Coordination with Industry

- **Industry Collaboration**: Participating in industry groups and initiatives aimed at combating robocalls.
- **Information Sharing**: Sharing information about robocall patterns and mitigation techniques with other service providers and law enforcement agencies.

6. Customer Support and Reporting

- **Complaint Handling**: Providing robust customer support to handle complaints about suspected robocalls.
- **Reporting Mechanisms**: Enabling customers to report suspicious calls easily and ensuring these reports are investigated promptly.

7. Compliance and Audits

- **Regular Audits**: Conducting regular internal audits to ensure compliance with FCC regulations and the effectiveness of our mitigation measures.
- **Record Keeping**: Maintaining detailed records of all mitigation efforts, call authentication logs, and customer reports for regulatory review.

8. Continuous Improvement

- **Ongoing Training**: Regular training for staff on the latest robocall mitigation techniques and regulatory requirements.
- **Technology Upgrades**: Continuously upgrading our technology and processes to stay ahead of new robocalling tactics and enhance our mitigation efforts.

9. Conclusion

ASAP Corporation is dedicated to maintaining the integrity of our voice services and protecting our customers from illegal robocalls. By implementing and adhering to this robocall mitigation plan, we aim to comply with FCC regulations and contribute to the broader industry efforts in combating unlawful robocalls.

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This plan will be reviewed and updated periodically to ensure ongoing compliance with regulatory requirements and to incorporate best practices in robocall mitigation.