

teamslink

Wavenet Robocall Mitigation Policy

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Version History

Version	Date	Description of Change
0.1	27 th September 2021	Initial Issue
0.2	23 rd May 2024	Revised

Document Approval

Document Approval and Authorisation	
Approved By: Neil Tennant Title: Collaboration Engineering Manager	Date: 23 rd May 2024

Overview

The FCC requires that all providers certify in the Robocall Mitigation Database their status for compliance with STIR/SHAKEN. Those not yet fully compliant must implement and certify to the implementation of a Robocall Mitigation Plan to ensure that this illegal traffic does not originate on their networks as they work within the industry to become fully compliant.

The Commission requires voice service providers to develop a Robocall Mitigation Plan that:

1. Details the reasonable steps taken to avoid originating illegal robocalls
2. Demonstrates a commitment to respond to traceback requests to cooperate with investigating and stopping illegal robocalls
3. Is filed in the Robocall Mitigation Database.

This robocall mitigation plan is submitted by Wavenet Limited, a voice services supplier to UK and international markets.

Wavenet Limited is partnered with trusted a SIP carrier who has implemented STIR/SHAKEN call authentication protocol in its network.

Wavenet are a reseller with no control over network infrastructure to implement STIR/SHAKEN. Wavenet are partnered with and are a reseller of Bandwidth who have implemented STIR/SHAKEN into their network as of December 2019.

Customer Due Diligence

Wavenet Limited only supply to enterprise customers.

Business registration documents and business addresses are collected and verified in line with local country legislation/carrier requirements to facilitate providing SIP services domestically and internationally.

Measures to Prevent or Avoid the Origination of Illegal Robocalls

Wavenet Limited voice services are subject to restrictions contained in its published legal notices and all orders provisioned for customers include the requirement that the service is provided pursuant to its terms and conditions

Wavenet Limited's customers are notified that Wavenet Limited may suspend or terminate services for violation of the terms and conditions agreed to on placement of the order.

Customers may only present DIDs that are wholly owned by themselves. This is verified in house from our carrier portals, or upon receipt of proof of ownership of a DID. Customers have no access to modify the presentation DID beyond those vetted and approved by Wavenet Limited.

We utilise carrier tools to detect unusual call spends, traffic volumes and other suspicious call metrics that we then follow up directly with the end customer to ascertain the validity of the traffic.

Our SIP service offering is under continual development in line with industry requirements to remain compliant in the detection and prevention of robocall and other illegal/nuisance activity.

Responding to Traceback Requests

Wavenet Limited will actively cooperate with the traceback requests from the FCC, law enforcement, and The Industry Traceback Group (ITG) to investigate and stop illegal robocalls. Wavenet Limited will provide sufficient resources to provide prompt and complete responses to traceback requests.