



Reliable VoIP Solutions Robocall Mitigation Strategy

1. Call Limits

- **Outbound Call Rate Limit:** Enforce a maximum outbound call rate to prevent excessive traffic and mitigate the risk of robocalls.
- **Inbound Call Rate Limit:** Monitor incoming call rates to identify anomalies and promptly address suspicious activity.

2. Contract Terms and Conditions

- **Prohibited Activities:** Explicitly prohibit the use of services for illegal or abusive purposes, including robocalls.
- **Enforcement:** Actively enforce these terms, terminating relationships and services for violators.

3. Technology and Partnerships

- **STIR/SHAKEN Implementation:** Skyetel uses the STIR/SHAKEN framework to verify caller ID information, reducing the likelihood of spoofed calls.
- **Advanced Fraud Detection:** Through a partnership with YouMail Protective Services, Skyetel employs advanced machine learning and content-based analytics to detect and prevent fraudulent activities on the network.

4. Monitoring and Reporting

- **Real-Time Analytics:** Continuously monitor call traffic, analyze patterns, and promptly address deviations. Use real-time analytics to track call volumes, origins, and destinations.
- **Reporting Mechanisms:** Log exceptions and generate reports to maintain transparency and accountability.



5. Customer Education

- Onboarding Education: Educate new customers about robocalling and compliance requirements during the onboarding process.
- Ongoing Education: Provide regular updates and resources to customers to help them stay compliant and informed about the latest best practices and regulatory requirements.

6. Industry Collaboration

- Regulatory Compliance: Maintain compliance with FCC regulations and participate in industry initiatives to combat illegal robocalling.
- Collaboration with Authorities: Work with the FCC, FTC, and other regulatory bodies to trace and mitigate illegal robocall activities.

Conclusion

Reliable VoIP Solutions, in partnership with Skyetel, is committed to implementing robust measures to combat robocalls. By leveraging advanced technologies, enforcing strict contract terms, and educating customers, we aim to create a safer and more reliable communication environment.

This strategy ensures alignment with industry standards and regulatory requirements, providing high-quality and secure communication services to our customers.