

Robocall Mitigation Program

Purpose: HousingLink, a nonprofit organization dedicated to providing affordable rental housing information, implements a comprehensive robocall mitigation program in compliance with 47 CFR § 64.6305(d)(ii)-(iii). This program is designed to protect our users and the integrity of our communications from unlawful and fraudulent robocalls.

Program Overview: HousingLink's Robocall Mitigation Program includes the following key components:

1. **Robocall Mitigation Database Registration:** HousingLink has registered with the Robocall Mitigation Database as required by the Federal Communications Commission (FCC). Our registration includes certification that we adhere to the robocall mitigation practices outlined in 47 CFR § 64.6305(d).
2. **Call Authentication:** We utilize the Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted information using toKENs (SHAKEN) protocols to authenticate caller ID information for all outbound calls. This ensures that calls originating from HousingLink are verified and trusted by recipients.
3. **Monitoring and Identification:** HousingLink employs advanced analytics and real-time monitoring tools to identify and block suspicious traffic patterns indicative of unlawful robocalls. Our system continuously scans for anomalies and unauthorized call activities.
4. **Call Blocking and Labeling:** We have implemented robust call blocking and labeling mechanisms. Unauthenticated and potentially fraudulent calls are either blocked or clearly labeled to warn recipients of potential risks.
5. **Complaint Handling and Resolution:** We maintain a dedicated support team to address complaints related to unlawful robocalls. This team investigates and resolves issues promptly, ensuring compliance with FCC regulations and maintaining user trust.
6. **Regular Updates and Reporting:** HousingLink commits to regularly updating our robocall mitigation practices in response to emerging threats and regulatory changes. We provide periodic reports to the FCC as required, detailing our mitigation efforts and their effectiveness.
7. **Employee Training and Awareness:** All relevant staff members are trained on the latest robocall mitigation techniques and regulatory requirements. This ensures that our team is well-equipped to manage and mitigate robocall threats effectively.

Compliance with 47 CFR § 64.6305(d)(ii)-(iii):

- **47 CFR § 64.6305(d)(ii):** HousingLink certifies that it uses STIR/SHAKEN or an effective robocall mitigation program in the IP portions of its network and that it will take affirmative, effective measures to mitigate unlawful robocalls originating on its network.
- **47 CFR § 64.6305(d)(iii):** HousingLink commits to responding fully and in a timely manner to all traceback requests from the FCC, law enforcement, and the industry traceback consortium. We cooperate with these entities to identify the source of unlawful robocalls and take appropriate action against offenders.

Conclusion: HousingLink's Robocall Mitigation Program demonstrates our commitment to maintaining a secure and trustworthy communication network. By adhering to FCC regulations and employing cutting-edge technology, we strive to protect our users from the growing threat of unlawful robocalls.

For more information or to report any issues related to robocalls, please contact our support team at info@housinglink.org.