

Robocall Mitigation Program Description

Company: 12 South Computer

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Introduction

This Robocall Mitigation Program Description outlines the measures [Your Business Name] takes to prevent illegal robocalls from originating on our network. We utilize Skytel as our SIP trunking gateway and Freepbx for our local phone service.

Focus on Prevention

We understand the disruption and frustration caused by robocalls. Our program prioritizes preventing them from ever reaching our customers. Here are the specific steps we take:

- **Customer Screening:** We maintain a strict customer onboarding process that verifies the legitimacy of new accounts. This includes verifying business licenses and requiring clear identification of authorized users who can make outbound calls.
- **Caller ID Authentication:** While Skytel and Freepbx don't currently offer native STIR/SHAKEN support, we are actively researching solutions to implement this caller ID authentication protocol as it becomes available.
- **Limited Call Features:** Our outbound calling features are restricted to essential business communication needs. Features commonly associated with robocalls, such as automatic dialing and mass messaging, are disabled.
- **Call Monitoring:** We monitor our call detail records (CDRs) for suspicious activity, such as high volumes of short-duration calls or calls to numbers on Do Not Call (DNC) lists. We investigate any irregularities and take appropriate action, including account suspension.

Collaboration and Reporting

We recognize robocall mitigation requires industry-wide cooperation. We will cooperate with law enforcement and regulatory bodies to trace back the origin of illegal robocalls if requested. We will also report any suspected robocall activity to the Federal Trade Commission (FTC) at <https://www.donotcall.gov/>

Continuous Improvement

We are committed to staying informed about the latest robocall mitigation strategies. We will continue to evaluate and update our program as new technologies and best practices emerge.

Limitations

This program focuses on preventing robocalls originating from our network. It cannot prevent all robocalls from reaching our customers. We encourage our customers to use their own call screening tools and report any suspicious calls they receive.

Contact Information

For any questions or concerns regarding our Robocall Mitigation Program, please contact:

[Your Name] [Your Email Address] [Your Phone Number]

Please Note: This is a sample program description. You may need to modify it to reflect your specific business practices and communication needs.

Here are some additional resources that you may find helpful:

- Federal Communications Commission Robocall Mitigation Database: <https://www.fcc.gov/robocall-mitigation-database>
- Evaluating Robocall Mitigation Programs: <https://legalcallsonly.org/library/>