

Objectives

1. **Authenticate Caller Identity:** Ensure that all outbound calls have their caller identity authenticated using the STIR/SHAKEN framework.
2. **Prevent Call Spoofing:** Mitigate illegal spoofing of caller IDs by verifying the legitimacy of caller information.
3. **Increase Consumer Trust:** Enhance consumer trust in the telecommunications network by reducing the volume of fraudulent and unwanted robocalls.
4. **Regulatory Compliance:** Ensure compliance with FCC regulations and avoid penalties.

Program Components

1. **Implementation of STIR/SHAKEN Framework:**
 - **Caller Identity Authentication:** Deploy STIR/SHAKEN protocols across our VoIP infrastructure to authenticate caller identity. This involves integrating the STIR protocol for generating secure tokens and the SHAKEN protocol for handling and verifying these tokens.
 - **Token Generation and Verification:** Implement systems to generate tokens for outbound calls and verify tokens for inbound calls. This ensures that the caller ID information has not been tampered with during transmission.
2. **Network Infrastructure Upgrades:**
 - **Upgrading VoIP Gateways:** Upgrade all VoIP gateways to support STIR/SHAKEN protocols. This may involve hardware updates, software patches, and configuration changes.
 - **Carrier Collaboration:** Work closely with upstream and downstream carriers to ensure end-to-end support for STIR/SHAKEN, facilitating seamless call authentication across different networks.
3. **Robocall Detection and Mitigation Tools:**
 - **Real-time Call Analytics:** Deploy advanced call analytics tools to monitor call patterns in real-time and identify potential robocalls.
 - **Blocking and Filtering Mechanisms:** Implement mechanisms to block or filter suspicious calls based on real-time analytics and caller authentication results.
4. **Consumer Protection Measures:**
 - **Caller ID Transparency:** Ensure that consumers receive accurate caller ID information, reducing the likelihood of falling victim to robocall scams.
 - **Robocall Reporting Tools:** Provide consumers with tools to report suspected robocalls, enabling continuous improvement of our detection and mitigation strategies.
5. **Employee Training and Awareness:**
 - **Training Programs:** Develop comprehensive training programs for employees to ensure they understand the STIR/SHAKEN framework and its implementation.
 - **Awareness Campaigns:** Conduct awareness campaigns to educate employees and customers about the risks associated with robocalls and the measures being taken to mitigate them.

Implementation Plan

1. **Phase 1: Planning and Assessment:**
 - Conduct a thorough assessment of current VoIP infrastructure.
 - Identify necessary upgrades and resources required for STIR/SHAKEN implementation.
 - Develop a detailed project plan with timelines and milestones.
2. **Phase 2: Infrastructure Upgrades:**
 - Perform necessary hardware and software upgrades.

- Configure VoIP gateways and other network components to support STIR/SHAKEN.
- Test upgraded systems to ensure functionality and compatibility.
- 3. **Phase 3: Deployment and Integration:**
 - Deploy STIR/SHAKEN protocols across the network.
 - Integrate real-time call analytics and blocking mechanisms.
 - Collaborate with carriers to ensure end-to-end call authentication.
- 4. **Phase 4: Testing and Optimization:**
 - Conduct extensive testing to verify the effectiveness of the implemented solutions.
 - Optimize systems based on test results and feedback.
 - Address any issues or gaps identified during testing.
- 5. **Phase 5: Rollout and Monitoring:**
 - Roll out the Robocall Mitigation Program to all customers.
 - Continuously monitor call traffic and system performance.
 - Make adjustments as needed to maintain effectiveness and compliance.

Compliance and Reporting

- **Regulatory Reporting:** Regularly report compliance status and program effectiveness to the FCC as required.
- **Performance Metrics:** Track key performance indicators (KPIs) such as the reduction in robocall volume, the accuracy of caller ID authentication, and customer feedback.
- **Continuous Improvement:** Periodically review and update the program to address new threats and regulatory changes.

Conclusion

Our Robocall Mitigation Program, built on the STIR/SHAKEN framework, represents a comprehensive approach to combating illegal robocalls. By authenticating caller identities, preventing call spoofing, and enhancing consumer trust, we aim to provide a safer and more reliable telecommunications experience for our customers while ensuring compliance with FCC regulations.