

Robocall Mitigation Program Overview

Introduction:

Robocalls, automated phone calls delivering prerecorded messages, have become a pervasive nuisance, impacting individuals and businesses alike. Our robocall mitigation program aims to combat this problem by implementing a comprehensive set of strategies and technologies to reduce the frequency and impact of unwanted robocalls.

Key Components:

Call Authentication Protocols:

Implementation of STIR/SHAKEN protocols to verify caller ID authenticity and mitigate caller ID spoofing.

Call Blocking and Filtering:

Utilization of advanced algorithms to analyze incoming calls and identify potential robocalls based on patterns and caller reputation.

Automatic blocking or flagging of suspicious calls.

User-Initiated Blocking:

Provision of tools for users to block or filter calls themselves, empowering them to customize their call blocking preferences.

Regulatory Compliance:

Adherence to relevant regulations such as the TCPA and the TRACED Act, ensuring compliance with robocalling restrictions and enforcement frameworks.

Education and Awareness:

Public awareness campaigns to educate consumers about robocall threats, recognition, and reporting procedures.

Integration of robocall information into consumer protection resources.

Collaboration and Information Sharing:

Facilitation of collaboration between telecom providers, government agencies, and industry stakeholders to share information and best practices.

Continuous Monitoring and Adaptation:

Regular monitoring of program effectiveness through data analysis, audits, and feedback mechanisms.

Adaptation of strategies and technologies to address evolving robocall tactics.

Conclusion:

Our robocall mitigation program represents a proactive approach to combating the robocall epidemic. By implementing robust technological solutions, ensuring regulatory compliance, empowering users, fostering collaboration, and maintaining vigilance, we aim to significantly reduce the impact of unwanted robocalls on our customers and the broader community.