

The FCC requires that all providers certify in the Robocall Mitigation Database their status for compliance with STIR/SHAKEN. Those not yet fully compliant must implement and certify to the implementation of a Robocall Mitigation Plan to ensure that this illegal traffic does not originate on their networks as they work within the industry to become fully compliant.

The Commission requires voice service providers to develop a Robocall Mitigation Plan that:

- details the reasonable steps taken to avoid originating illegal robocalls
- demonstrates a commitment to respond to traceback requests to cooperate with investigating and stopping illegal robocalls
- is filed in the Robocall Mitigation Database

This mitigation plan is submitted on behalf of Scout Technology Guides, a Managed Service Provider, that assists customers in the setup and management of private branch exchanges.

Scout Technology guides partners with Skyetel to resell SIP services and relies on Skyetel to implement STIR/SHAKEN to sign provided traffic.

Mitigation and Enforcement Cooperation

Scout Technology Guides works with its customer to ensure that phone systems are setup to present only accurate information about the identity of the business using the SIP services.

Scout Technology Guides has screened all customers to ensure that they do not utilize and automated dialing applications or tools that can be used to make large volumes of outbound marketing calls.

Scout Technology Guides will utilize anti-fraud and call volume tools provided by Skyetel and regularly review outbound calling volumes to identify and remediate unsuspected large outbound call volumes.

Scout Technology Guides will actively cooperate with the traceback community including the FCC, law enforcement, and The Industry Traceback Group (ITG) to investigate and stop illegal robocalls.