

Robocall Mitigation Program Description for Stage Management and Development

1. Introduction: Stage Management and Development is dedicated to facilitating secure and reliable communication between doctors and patients. We provide a service that allows doctors to call patients from their cell phones, with the calls appearing to come from our office number. Our commitment includes preventing unlawful robocalls and ensuring the integrity of caller ID information.

2. Call Authentication Technology:

- **Caller ID Presentation:** We require users to authenticate into our software to ensure that calls from doctors' cell phones display our office number on the recipient's caller ID.
- **STIR/SHAKEN Implementation:** We are in the process of implementing STIR/SHAKEN protocols to authenticate calls and prevent caller ID spoofing. This ensures that the caller ID information is accurate and trustworthy.

3. Measures to Prevent Unlawful Robocalls:

- **Call Monitoring and Filtering:** Our system can only associate known phone numbers of authenticated users to office numbers. These numbers cannot be manipulated by end users to detect and block potential unlawful robocalls. We use server logs that analyze all transfers to ensure that all calls are authorized which allows us to analyze call patterns and identify suspicious activity.
- **Validation Processes:** Only authorized users (doctors) can access our system to make calls. We use secure login over a SSL connection to ensure that all calls are legitimate.

4. Compliance with FCC Regulations:

- **Regulatory Compliance:** We adhere to all FCC regulations related to robocall mitigation and are looking at a future STIR/SHAKEN implementation. We are committed to meeting the extended deadlines provided for small providers.
- **Exemption Justification:** As a small provider with fewer than 100,000 subscriber lines, we qualify for the FCC's exemption under 47 CFR § 64.6304(a), allowing us until June 30, 2023, to fully implement STIR/SHAKEN.

5. Continuous Improvement and Monitoring:

- **Regular Audits:** We conduct regular audits of our systems and processes to ensure compliance and effectiveness in preventing unlawful robocalls. This includes [describe audit frequency and processes].
- **Updates and Training:** Our technology and staff are continually updated on best practices and regulatory changes. We provide regular training sessions and updates to ensure we remain compliant and effective in our mitigation efforts.

This description outlines our comprehensive approach to preventing unlawful robocalls, ensuring caller ID integrity, and complying with FCC regulations.

