

Robocall Mitigation Program Description for USWEIXIN

I. Introduction

USWEIXIN is committed to combating unlawful robocalls and protecting consumers from unwanted and fraudulent communications. This Robocall Mitigation Program Description outlines our comprehensive strategy to prevent, detect, and mitigate unlawful robocalls in compliance with the requirements of 47 CFR § 64.6305(d)(ii)-(iii) for voice service providers.

II. Robocall Mitigation Program Components

1. Call Authentication Framework:

- **STIR/SHAKEN Implementation:** USWEIXIN has fully implemented the STIR/SHAKEN framework across its IP networks to authenticate caller ID information for all voice calls. This technology ensures that the caller ID information is accurate and has not been spoofed.
- **Certificate Management:** We maintain a robust certificate management process to ensure the integrity and security of the authentication process.

2. Robocall Detection and Blocking:

- **Network-Level Monitoring:** USWEIXIN employs advanced analytics and machine learning algorithms to monitor call patterns and detect anomalies that may indicate robocall activity. This includes monitoring call volumes, durations, and originating numbers.
- **Call Blocking Mechanisms:** We have implemented real-time call blocking mechanisms to prevent known or suspected unlawful robocalls from reaching consumers. This includes blocking calls from invalid numbers, unallocated numbers, and numbers on our internal and external blacklists.

3. Consumer Education and Empowerment:

- **Educational Campaigns:** USWEIXIN conducts regular educational campaigns to inform consumers about the dangers of robocalls and how to protect themselves. This includes information on how to recognize fraudulent calls and what actions to take.
- **Call Management Tools:** We provide consumers with tools to manage unwanted calls, including call blocking and filtering options. These tools are easily accessible through our customer service channels and online portals.

4. Collaboration with Industry and Regulatory Bodies:

- **Industry Partnerships:** USWEIXIN actively collaborates with other telecommunications providers, industry groups, and technology companies to share information and best practices for combating robocalls.
- **Regulatory Compliance:** We work closely with the Federal Communications Commission (FCC) and other regulatory bodies to ensure compliance with all relevant regulations and to support ongoing efforts to combat robocalls at a national level.

5. Complaint and Incident Management:

- **Consumer Complaints Handling:** We have established a dedicated team to handle consumer complaints related to robocalls. Complaints are investigated promptly, and appropriate actions are taken to address any issues identified.
- **Incident Response:** USWEIXIN maintains an incident response plan to quickly respond to and mitigate any identified robocall threats. This includes coordination with law enforcement agencies when necessary.

III. Certification

USWEIXIN certifies that our robocall mitigation program complies with the requirements set forth in 47 CFR § 64.6305(d)(ii)-(iii) and that we will continue to update and improve our program to address emerging threats and technologies in the telecommunications industry.

IV. Contact Information

For any inquiries or further information regarding our Robocall Mitigation Program, please contact:

USWEIXIN Robocall Mitigation Team

Email: support@usweixin.com

Phone: +1 (626) 677-6013

This program description ensures that USWEIXIN meets all regulatory requirements and demonstrates our commitment to protecting consumers from unlawful robocalls.