

CommsChannel – Robocall Mitigation Policy

CommsChannel Robocall Mitigation Policy

CommsChannel is committed to mitigating illegal robocalls and ensuring compliance with the robocall mitigation program description requirements of 47 CFR § 64.6305(d)(ii)-(iii) for voice service providers. This policy outlines our procedures for authenticating and verifying caller identification, detecting and blocking illegal robocalls, preventing unlawful spoofing, addressing consumer complaints, maintaining call data records, and cooperating with law enforcement agencies.

Policy Statement:

Caller Identification Authentication:

- CommsChannel will authenticate and verify caller identification using industry-standard protocols to ensure the accuracy and legitimacy of incoming calls.

Illegal Robocall Detection and Blocking:

- CommsChannel will implement robust technology and procedures to detect and block illegal robocalls from reaching our customers.

Spoofing Prevention:

- CommsChannel will take measures to prevent unlawful spoofing of caller ID information on outgoing calls made through our network.

Consumer Complaint Handling:

- CommsChannel will establish a dedicated mechanism for customers to report robocalls and swiftly investigate and address such complaints in compliance with regulatory guidelines.

Call Data Recordkeeping:

- CommsChannel will maintain accurate and detailed records of call data, including information related to robocalls, for a minimum period as required by law.

Cooperation with Law Enforcement:

- CommsChannel will cooperate with law enforcement agencies in their efforts to investigate and stop illegal robocall activities, providing necessary information and support as requested.

By implementing this policy, CommsChannel aims to contribute to the reduction of illegal robocalls and enhance the overall trust and security of our voice services.

This document is effective as of 1st November 2023 and will be reviewed and updated periodically to ensure ongoing compliance with regulatory requirements.

If you need further customization or details added to this policy document, please let me know!
At CommsChannel we deal with disputes as they're received. Simply email the details of your dispute to helpdesk@commschannel.com.au with the subject line 'Robocall Mitigation'.

Please detail the reason for the email, any audit trail of potential calls and the amount of the dispute.

We aim to acknowledge receipt of your request within 2 business days and to provide a suggested resolution via return email within 7 business days.