

Robocall Mitigation Program Description

1. Introduction

The Robocall Mitigation Program, in partnership with Skytel, is designed to protect consumers and businesses from the nuisance and potential harm of fraudulent and unwanted robocalls. As robocalls have become increasingly pervasive, it is essential to implement measures that ensure the integrity of communications and safeguard privacy.

2. Program Objectives

The primary objectives of this program, facilitated by Skytel, are to:

- Significantly reduce the volume of robocalls.
- Enhance consumer privacy and security.
- Restore trust in the telecommunications system.

3. Scope of the Program

The program targets all unsolicited robocalls, including those originating domestically and internationally. It applies to all telecommunications providers within the jurisdiction, covering both landline and mobile networks. Skytel's comprehensive solutions are employed to address these issues effectively.

4. Key Components

Call Authentication: Skytel utilizes STIR/SHAKEN protocols to verify the authenticity of calls. This ensures that the caller ID information displayed to consumers is accurate and trustworthy.

Call Blocking: Skytel's advanced technologies are employed to block calls from known robocallers. This includes real-time analysis of call patterns and integration with national robocall databases.

Consumer Education: Skytel conducts educational campaigns to inform consumers about how to recognize and avoid robocalls. This includes online resources, public service announcements, and community outreach.

Reporting Mechanisms: Consumers can report suspicious calls through a dedicated hotline or online portal managed by Skytel. This data is used to identify and mitigate emerging threats.

5. Implementation Strategy

The implementation of the program is phased over 12 months, starting with a pilot phase to test the systems and processes. Key milestones, managed by Skytel, include the integration of call authentication technology, the launch of the consumer education campaign, and the establishment of the reporting hotline.

6. Compliance Requirements

The program adheres to all relevant regulatory and legal requirements, including the FCC's robocall mitigation standards. Skytel ensures regular audits and reporting to maintain ongoing compliance and accountability.

7. Monitoring and Evaluation

The effectiveness of the program is monitored through KPIs such as the number of blocked robocalls, consumer complaint volumes, and the success rate of call authentication. Skytel publishes regular reports to provide transparency and track progress.

8. Contact Information

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