

Robocall Mitigation Program Description for IZT Cloud, Inc.

IZT Cloud, Inc.

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1. Introduction

IZT Cloud, Inc. is fully committed to the elimination of illegal robocalls. Our objective is to provide secure and reliable voice services and protect our customers from fraudulent and unwanted calls. To this end, we have implemented a comprehensive Robocall Mitigation Program that leverages both technological and procedural measures.

Implementation of STIR/SHAKEN

IZT Cloud, Inc. has successfully implemented the STIR/SHAKEN framework through our upstream wholesale provider. This ensures the authenticity of caller IDs and helps in verifying calls passing through our network.

3. Robocall Mitigation Practices

In addition to utilizing STIR/SHAKEN via our wholesale provider, IZT Cloud, Inc. has adopted a comprehensive set of robocall mitigation practices to identify, manage, and block illegal robocalls. These practices include:

3.1 Call Analytics and Monitoring

- Use advanced call analytics tools to scrutinize patterns and identify suspicious call activities.

- Monitor call traffic for irregularities such as high-volume short duration calls, which are indicative of robocalls.

3.2 Blacklisting and Whitelisting

- Maintain and regularly update blacklists containing known robocallers based on customer complaints, regulatory lists, and industry data.
- Use whitelisting techniques for legitimate businesses and emergency services to ensure their communications are not disrupted.

3.3 Caller ID Authentication

- Validate the authenticity of incoming calls using our in-house caller ID verification system, while our STIR/SHAKEN framework is being implemented.

3.4 Customer Feedback Integration

- Provide mechanisms for customers to easily report suspected robocalls, which are then analyzed and acted upon.
- Regularly review and update our mitigation strategies based on customer feedback and industry best practices.

3.5 Collaboration and Information Sharing

- Collaborate with other voice service providers, industry consortia, and the Federal Communications Commission (FCC) to share information on robocall trends and mitigation techniques.
- Participate in industry forums and working groups focused on combating robocalls.

4. Ongoing Evaluation and Improvement

IZT Cloud, Inc. understands that the fight against illegal robocalls is ongoing. We are committed to continuously monitoring the effectiveness of our mitigation program and making necessary adjustments.

This includes regular reviews, adopting new technologies, and updating our protocols to stay ahead of evolving robocall tactics.

5. Compliance and Reporting

Our Robocall Mitigation Program complies with all FCC regulations and requirements. We ensure transparency in our practices and are committed to providing the necessary documentation and reporting as required by the FCC.

Conclusion

By adhering to the above measures, IZT Cloud, Inc. aims to create a robust defense against illegal robocalls, ensuring a secure and reliable communication environment for our customers.