

Robocall Mitigation Plan for Navitech Solutions LLC
OCN #123L
Voice Service Provider & Gateway Provider Filing

1. Introduction

Navitech Solutions LLC ("Navitech") is dedicated to complying with the **Federal Communications Commission's (FCC)** regulations aimed at preventing and mitigating illegal robocalls, in line with the requirements specified in **47 CFR § 64.6305(b)**. As both a **Voice Service Provider** and a **Gateway Provider**, Navitech plays an important role in the telecommunications ecosystem by ensuring that it does not carry or process illegal robocall traffic, and by implementing robust measures to mitigate such calls.

This **Robocall Mitigation Plan** outlines the comprehensive steps Navitech has taken to achieve full compliance with the FCC's robocall mitigation requirements. This includes the **complete implementation of the STIR/SHAKEN framework**, as well as the establishment of a detailed strategy for preventing the transmission of illegal robocall traffic through both voice and gateway services.

2. Company Profile

- **Company Name:** Navitech Solutions LLC
 - **Operating Carrier Identification (OCN):** 123L
 - **Type of Service:** Voice Service Provider and Gateway Provider
 - **STIR/SHAKEN Implementation Status:** Fully Implemented
 - **Certification:** Navitech certifies that it has implemented STIR/SHAKEN across its entire network and that all calls it carries or processes, whether as a voice service provider or gateway provider, comply with **47 CFR § 64.6302(b)**.
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3. Robocall Mitigation Program

Navitech has developed and implemented a comprehensive **Robocall Mitigation Program** that applies to both its **Voice Service Provider** and **Gateway Provider** operations. The following sections outline the key elements of the plan that address both roles.

3.1 STIR/SHAKEN Implementation

Navitech has fully implemented the **STIR/SHAKEN framework** across its entire network, ensuring that all calls processed or carried by our network comply with **47 CFR § 64.6302(b)**. The implementation includes:

- **Voice Service Provider:** As a voice service provider, all calls originating from our network are properly signed with valid caller identification information, and calls received from other networks are verified for STIR/SHAKEN compliance before termination.
- **Gateway Provider:** As a gateway provider, we ensure that calls passing through our network from other carriers are subject to STIR/SHAKEN authentication, and calls that fail the authentication process are either rejected or flagged for investigation.

The STIR/SHAKEN implementation ensures that caller ID information is properly authenticated, reducing the risk of robocalls using spoofed or fraudulent caller information.

3.2 Mitigation of Illegal Robocall Traffic

Both as a **Voice Service Provider** and a **Gateway Provider**, Navitech employs a multi-layered approach to prevent the transmission or processing of illegal robocall traffic:

- **Traffic Monitoring and Filtering:** We use advanced call analytics and fraud detection tools to monitor the source, volume, and nature of voice traffic on our network. Suspicious or potentially fraudulent calls are identified and blocked or filtered out.
- **Blocking Spoofed Calls:** Any calls that fail STIR/SHAKEN authentication are rejected or flagged for further investigation, preventing spoofed or fraudulent calls from being processed.
- **Collaboration with Other Carriers and Industry Partners:** As a gateway provider, Navitech works with other network providers to ensure that no illegal robocalls are transmitted through our network. We collaborate to identify, trace, and block illegal robocall traffic across the ecosystem.

3.3 Compliance with FCC Robocall Mitigation Rules

Navitech Solutions LLC ensures the following:

- **Robocall Mitigation Database Filing:** Navitech is registered in the **FCC's Robocall Mitigation Database** and certifies that it has implemented the necessary robocall mitigation measures for both its voice service and gateway services, as required by **47 CFR § 64.6305(b)**.

- **STIR/SHAKEN Compliance Certification:** Navitech certifies that it has implemented the STIR/SHAKEN framework across its entire network, ensuring full compliance with **47 CFR § 64.6302(b)** for all calls it processes.
- **No Prior Certification Removal:** Navitech confirms that no prior certification has been removed by the Commission, and we have not been prohibited from filing in the Robocall Mitigation Database.

3.4 Response to Traceback Requests

Navitech is committed to responding fully to traceback requests, as required by the FCC's regulations:

- **24-Hour Response:** Navitech will respond to traceback requests from the Commission, law enforcement, or traceback consortiums within **24 hours** of receiving such requests.
- **Cooperation with Investigations:** As both a voice service and gateway provider, we cooperate fully with investigations into illegal robocall traffic, providing necessary records and data to help identify the source of illegal calls.
- **Complete Record Keeping:** We maintain accurate and accessible records of all voice traffic passing through our network, which can be made available to authorities upon request to assist in traceback efforts.

3.5 Know Your Customer (KYC) procedure

Navitech follows all the industry standards of Know Your Customer (KYC) practices. We obtain the details about the customer before onboarding like the legal company formation documents, information about the owners, physical location and the nature of the industry in which our customers operate.

We also understand the need for the VoIP services, the type of campaign they run and then we assess whether there is any risk of scam or illegal robocalls from the customers using our network. We continuously monitor customer analytics and take prompt action whenever any issue is identified.

3.6 Customer Education and Awareness

Navitech is committed to helping consumers avoid the negative impacts of robocalls. We provide:

- **Educational Resources:** Information on recognizing and avoiding robocalls, along with guidance on how consumers can block unwanted calls using call-blocking technologies.
 - **Customer Support:** A dedicated support team is available to assist consumers with reporting potential robocall incidents and to provide help with call-blocking techniques.
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4. Ongoing Monitoring, Evaluation, and Reporting

To ensure the effectiveness of our Robocall Mitigation Program and full compliance with FCC regulations, Navitech:

- **Regularly Reviews and Updates Mitigation Measures:** We continuously evaluate the performance of our STIR/SHAKEN framework and other robocall mitigation technologies. Adjustments are made to stay ahead of emerging threats and ensure optimal effectiveness.
 - **Submits Reports:** Navitech will submit periodic reports as required to the FCC or other regulatory bodies to demonstrate our ongoing compliance with the robocall mitigation rules.
 - **Collaborates with Industry Partners:** We engage in industry-wide efforts with other carriers, vendors, and regulatory bodies to improve overall robocall mitigation strategies and ensure that best practices are followed across the telecommunications ecosystem.
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5. Conclusion

Navitech Solutions LLC is fully committed to preventing and mitigating illegal robocalls while protecting consumers from deceptive telemarketing practices. As both a **Voice Service Provider** and a **Gateway Provider**, we ensure compliance with the FCC's **robocall mitigation regulations**, including the **full implementation of STIR/SHAKEN** across our network, and a proactive approach to preventing and blocking robocalls.

This **Robocall Mitigation Plan** reflects our commitment to maintaining a secure and compliant network that contributes to the overall effort to reduce illegal robocalls and preserve the integrity of the telecommunications ecosystem.

For any further inquiries or information, please contact Navitech Solutions LLC at:

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