

Robocall Mitigation Plan

Company Name: The Smart Law Office

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1. Introduction

Robocalls, or automated calls, can disrupt business operations and harm client relationships. This Robocall Mitigation Plan is designed to help The Smart Law Office manage and reduce the impact of robocalls on our VoIP communications system.

2. Objectives

- To minimize the occurrence of robocalls affecting our VoIP system.
- To ensure compliance with relevant regulations and best practices.
- To maintain high-quality client interactions by preventing disruptions caused by robocalls.

3. Contact Information

- **Primary Contact for Robocall Issues:** Myall Budden, President, myall.budden@thesmartlawoffice.com, (762) 246-5493
- **Technical Support Contact:** Alex Johnson, IT Specialist, alex.johnson@thesmartlawoffice.com, (762) 246-5494
- **Compliance Officer:** Myall Budden, President, myall.budden@thesmartlawoffice.com, (762) 246-5493

4. Assessment and Monitoring

4.1. VoIP System Assessment

- Regularly review and assess the VoIP system to identify vulnerabilities.
- Ensure that VoIP service providers offer robust security features to combat robocalls.

4.2. Monitoring Tools

- Utilize call monitoring and analytics tools to track and analyze incoming call patterns.
- Implement spam and robocall detection software as provided by VoIP service providers.

5. Robocall Prevention Measures

5.1. Call Authentication

- **STIR/SHAKEN Protocol:** Work with VoIP providers to ensure implementation of the STIR/SHAKEN protocol, which helps authenticate calls and reduce robocall spoofing.

5.2. Call Filtering

- Enable and configure call filtering services provided by your VoIP provider.
- Use call-blocking features to prevent known spam numbers from reaching our system.

5.3. Internal Policies

- **Caller ID Verification:** Implement procedures to verify the authenticity of incoming calls and caller IDs.
- **Caller Screening:** Use interactive voice response (IVR) systems to screen and filter calls before connecting them to clients or employees.

6. Response and Mitigation

6.1. Incident Response

- **Identify and Document:** Immediately document details of any robocall incidents, including date, time, and impact.
- **Report Issues:** Report any significant issues to your VoIP provider and work with them to resolve the problem.

6.2. Client Communication

- **Notify Clients:** Inform clients about potential disruptions and provide them with alternative contact methods if necessary.
- **Feedback Mechanism:** Establish a feedback mechanism for clients to report any suspicious calls or disruptions.

7. Compliance and Legal Considerations

- **Regulatory Compliance:** Ensure compliance with federal and state regulations related to robocalls, such as the Telephone Consumer Protection Act (TCPA) and Do-Not-Call (DNC) rules.
- **Review Policies:** Regularly review and update company policies to align with legal requirements and industry best practices.

8. Training and Awareness

- **Employee Training:** Provide training for employees on recognizing and handling robocalls, including procedures for reporting suspicious calls.
- **Ongoing Awareness:** Keep employees informed about new robocall threats and mitigation strategies.

9. Review and Improvement

- **Regular Review:** Conduct regular reviews of the Robocall Mitigation Plan to ensure its effectiveness and relevance.
- **Continuous Improvement:** Update and improve the plan based on feedback, new technologies, and emerging threats.

10. Documentation and Record Keeping

- Maintain detailed records of robocall incidents, mitigation efforts, and communications with VoIP providers and clients.
- Ensure that all documentation is accessible for internal review and regulatory compliance.

11. Conclusion

By implementing the measures outlined in this Robocall Mitigation Plan, The Smart Law Office aims to reduce the impact of robocalls on our operations and maintain high standards of client service. Continuous monitoring, adherence to best practices, and proactive management are key to achieving these goals.

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Title: President

Date: August 15, 2024
