

Robocall Mitigation Program Description for Etisalcom Bahrain

Etisalcom Bahrain is a leading voice service provider and telecom operator based in Bahrain. We operate a Class 5 residential switch and employ a robust authentication and authorization system for Caller ID using RADIUS AAA. This approach significantly reduces the risk of originating illegal robocall traffic. Our decision not to implement STIR/SHAKEN at this time is supported by the following:

1. Current Implementation and Rationale:

- As a voice service provider, Etisalcom Bahrain has adopted a comprehensive robocall mitigation program consistent with 47 CFR § 64.6305(a). We utilize RADIUS AAA for authenticating Caller ID, ensuring that calls are verified before registration. Given our effective security measures and the negligible incidence of robocall traffic on our network, we have not yet implemented STIR/SHAKEN. The Telecommunications Regulatory Authority (TRA) of Bahrain supports our approach, confirming the efficacy of our current practices in mitigating illegal robocalls.

2. Monitoring and Detection:

- We have deployed various alerting mechanisms to detect any suspicious traffic patterns on our network. These systems are designed to identify anomalies and potential threats promptly. This proactive approach ensures that any unusual activity is investigated thoroughly and addressed swiftly.

3. Reporting and Collaboration:

- In the event of suspected spoofing or robocall activities, we have established mechanisms to report these incidents to the TRA Bahrain. This collaboration with the TRA helps us address and mitigate any identified issues effectively.

4. Collaboration with TRA:

- Etisalcom Bahrain continuously collaborates with the TRA to address and prevent any spam or robotic voice traffic. We have integrated the TRA's database into our systems, enabling us to block illegal traffic by verifying Caller IDs and destinations against this database. This integration is a crucial component of our robocall mitigation strategy.

5. Upstream Providers:

- We maintain longstanding relationships with our upstream providers, ensuring that we are aware of the nature of their businesses and the legitimacy of their call transmission services. This vigilance helps us uphold the integrity of our network and prevent the inclusion of illegal traffic.

Certification Information:**1. STIR/SHAKEN Implementation:**

- Etisalcom Bahrain has not implemented the STIR/SHAKEN authentication framework on any portion of our network. This decision is based on our effective current mitigation strategies and the negligible level of robocall traffic on our network.

2. Reasonable Steps Taken:

- We have implemented rigorous steps to avoid originating illegal robocall traffic, including our Caller ID authentication process using RADIUS AAA, alerting systems for detecting suspicious traffic, and mechanisms for reporting to the TRA.

3. Commitment to Traceback Requests:

- We are committed to responding within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium. We will cooperate fully with these entities in investigating and stopping any illegal robocallers that use our service.

4. Regulatory Actions:

- Over the past two years, neither Etisalcom Bahrain nor any associated entity has been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation related to illegal robocalls or spoofing.

Traceback Request Single Point of Contact:

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