



8/26/2024

## Robocall Mitigation Program Description

### Introduction

The Robocall Mitigation Program is designed to combat the increasing prevalence of fraudulent and unwanted robocalls. These automated calls often seek to deceive, defraud, or annoy recipients and can have significant negative impacts on individuals and businesses. Our program aims to protect our customers, enhance trust in telecommunications, and ensure compliance with relevant regulations.

### Objectives

1. **Reduce the Volume of Unwanted Robocalls:** Implement strategies to lower the number of intrusive and harmful robocalls reaching consumers.
2. **Enhance Caller Identification:** Improve mechanisms for identifying and authenticating legitimate callers while blocking malicious ones.
3. **Ensure Compliance:** Adhere to regulatory standards and guidelines to protect consumer rights and maintain industry integrity.
4. **Educate and Inform:** Raise awareness among consumers and businesses about robocall risks and effective mitigation strategies.

### Key Components

#### 1. Technology Implementation

- **Call Authentication:** Utilize STIR/SHAKEN protocols provided by our carrier to verify the authenticity of incoming calls and display verified caller information.
- **Call Blocking and Filtering:** Deploy advanced call blocking and filtering technologies to screen out known robocall sources and prevent fraudulent calls, all provided by our carrier.
- **Real-Time Analytics:** Leverage data analytics to identify emerging robocall trends and adapt mitigation strategies accordingly.

#### 2. Regulatory Compliance

- **Adherence to Regulations:** Ensure all practices comply with the Telephone Consumer Protection Act (TCPA), Truth in Caller ID Act, and other relevant regulations.

- **Reporting and Record-Keeping:** Maintain accurate records of mitigation efforts and report compliance status to regulatory bodies as required.

### 3. Consumer Protection

- **Opt-In/Out Mechanisms:** Provide consumers with clear options to opt in or out of receiving certain types of calls.
- **Educational Resources:** Offer resources and guidance on how to recognize, report, and handle robocalls, including tips for blocking unwanted calls and understanding caller ID information.

### 4. Collaboration and Partnerships

- **Industry Collaboration:** Work with telecom providers, technology vendors, and industry groups to share information and best practices for robocall mitigation.
- **Law Enforcement and Regulatory Bodies:** Collaborate with law enforcement agencies and regulatory bodies to support investigations and enforcement actions against violators.

### 5. Continuous Improvement

- **Monitoring and Evaluation:** Regularly assess the effectiveness of mitigation strategies and technology solutions to ensure they are achieving desired outcomes.
- **Feedback Mechanism:** Establish channels for consumers and businesses to provide feedback on robocall issues and the effectiveness of mitigation measures.

## Implementation Plan

### 1. Phase 1: Assessment and Planning

- Conduct a thorough assessment of existing robocall issues and mitigation efforts.

### 2. Phase 2: Technology Deployment

- Roll out call authentication and blocking technologies via our carrier.
- Integrate real-time analytics and monitoring systems.

### 3. Phase 3: Compliance and Training

- Ensure all practices are in compliance with regulatory requirements.
- Provide training and resources to staff and partners on new technologies and procedures.

### 4. Phase 4: Consumer Outreach and Education

- Provide clear instructions for reporting robocalls and seeking assistance.

## **5. Phase 5: Monitoring and Optimization**

- Continuously monitor program performance and make necessary adjustments based on feedback and performance data.
- Regularly update technologies and practices to address evolving robocall tactics.

## **Conclusion**

The Robocall Mitigation Program represents a comprehensive approach to tackling the challenges posed by unwanted and fraudulent robocalls. Through advanced technology, regulatory compliance, consumer education, and collaborative efforts, we aim to significantly reduce the incidence of these disruptive calls and protect the integrity of telecommunications.

For more information, please contact our program team at [support@techserviceswi.com](mailto:support@techserviceswi.com)