

Robocall Mitigation Plan

STIR/SHAKEN

IDENTIFICATION			
Projet :	FCC Robocall	Author(s) :	Dalimier Lorent
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The plan

Evocom SRL is committed to fight fraudulent voice traffic, especially from illegal robocalls. As part of Evocom's submission to the Robocall Mitigation Database, this document describes:

- Evocom's commitment to collaborated with the commission and the authorities.
- Evocom's policies to screen new customers
- Evocom's enforced contractual terms which aim to prevent the use of Evocom's services for any fraudulent or unlawful customers.
- Network Monitoring to detect and block fraudulent traffic, including illegal robocalls
- Evocom's STIR/SHAKEN Compliance

COLLABORATION WITH THE COMMISSION AND AUTHORITIES

Evocom is committed to responding fully and in a timely manner to all traceback requests from Commission, and the industry traceback consortium and to cooperating with such entities in investigating and stopping any illegal robocallers that use its service to originated calls.

SCREENING NEW CUSTOMERS

Evocom implements a rigorous "know your customer" process, designed to adhere to all relevant legal requirements and to prevent customers from using our network to originate illegal calls. Evocom strictly offers services to business customers, who are required to submit proof of registration and location.

GENERAL TERMS AND CONDITIONS

Evocom's contractual terms allow it to enforce actions against customers that generate illegal or fraudulent traffic. Evocom's current general terms and conditions prohibit the use of Evocom's services for any fraudulent or unlawful purposes. If Evocom reasonably suspects that any of its services is being used for fraudulent or unlawful purposes, Evocom reserves the right to suspend or terminate such service. Evocom does not hesitate to enforce such contractual terms.

NETWORK MONITORING

Evocom is continuing development of custom software in house that allows for real-time monitoring of traffic and will flag call patterns indicative of potential illegal robocalling.

Additional capability is being added to the software which will automatically disable any subscriber associated with flagged call patterns.

Evocom also uses call monitoring solutions provided by is partner (DIDWW).

STIR/SHAKEN COMPLIANCE

Evocom is partnering with trusted provider to implement STIR/SHAKEN in its network : DIDWW.

DIDWW numbers, which are used as caller-ID will receive the highest A attestation level, while the 3rd party source numbers will be appended with B attestation level.

Consequently, the network of Evocom is fully compliant with STIR/SHAKEN requirements.

For more information:

<https://doc.didww.com/voice/outbound-trunks/technical-data/stir-shaken.html#stir-shaken>