

Robocall Mitigation Policy

Introduction

This Robocall Mitigation Policy outlines the procedures and practices designed to minimize the occurrence of illegal robocalls. Our system does not directly implement the STIR/SHAKEN protocol, but relies on a downstream carrier that authenticates calls with an attestation level of 'C'. This policy ensures compliance with regulatory standards and protects our users from robocalls.

1. Regulatory Compliance

All employees and contractors must adhere to the Federal Communications Commission (FCC) regulations and any relevant local laws. Our organization is committed to maintaining an active Robocall Mitigation Plan as required by regulatory authorities. We commit to complying with all applicable regulations regarding robocall mitigation, including guidelines set by the FCC and other relevant authorities. Though we do not directly implement STIR/SHAKEN, we maintain a Robocall Mitigation Plan to ensure our users are protected.

2. Collaboration with Downstream Carrier

Our system routes calls through a downstream carrier that implements the STIR/SHAKEN protocol with an attestation level of 'C'. We actively collaborate with this carrier to monitor call verification processes and ensure that calls are properly authenticated, even though the source of the calls may not be fully validated.

3. Call Monitoring and Traffic Analysis

We actively monitor call traffic through our system to detect any unusual call patterns that may indicate illegal robocall activity. This includes reviewing call logs, analyzing spikes in call volumes, and setting up filters or blacklists for suspicious numbers.

4. Handling User Complaints

We maintain a process for logging and investigating user complaints related to unsolicited calls or suspected robocalls. All complaints are thoroughly reviewed, and appropriate actions are taken based on the results of the investigation.

5. Employee Training and Awareness

Employees involved in call management or customer interactions receive regular training to stay up-to-date on robocall mitigation strategies and regulations. This helps ensure that we can effectively manage robocalls and protect our users.

Conclusion

Our organization is committed to implementing robust practices for mitigating robocalls, despite not directly implementing STIR/SHAKEN. By collaborating with our downstream carrier and continuously monitoring call activity, we aim to ensure a safe and reliable communication environment for our users.