

KESALZ Robocall Mitigation Program Description

1. Program Overview

As a voice service provider acting as a wholesale provider originating calls and serving end-users, KESALZ is committed to mitigating the risks associated with robocalls and ensuring compliance with the Federal Communications Commission's (FCC) STIR/SHAKEN regulations. These regulations require voice service providers to authenticate and verify calls, using digital certificates, to prevent illegal and fraudulent calls, including those related to robocall campaigns. This program outlines the measures KESALZ implements to comply with STIR/SHAKEN requirements, protect the integrity of its voice network, and safeguard end-users from unwanted robocalls.

2. STIR/SHAKEN Compliance

As part of our robocall mitigation program, KESALZ ensures full adherence to the STIR/SHAKEN (Secure Telephone Identity Revisited/Signature-based Handling of Asserted Information Using Tokens) framework for call authentication. This is achieved by:

- **Implementing Caller ID Authentication:** We utilize the STIR/SHAKEN protocols to validate the authenticity of call information, ensuring that calls originating from our network are properly signed with secure, verifiable tokens.
- **Signing Outbound Calls:** All calls originating from our network and terminating to other carriers that support STIR/SHAKEN are signed with an appropriate "Signature" to assert the caller's identity and ensure the call is legitimate.
- **Handling Calls that Fail Authentication:** In cases where calls do not meet the authentication requirements, we ensure proper handling in line with industry standards, including call rejection or flagging, and notify customers when possible.

3. Wholesale Provider Obligations

As a wholesale voice provider, KESALZ has additional obligations regarding the origination and handling of calls that originate from other service providers or end-users. We take the following steps:

- **Verification of Incoming Calls:** Calls originating from other providers are scrutinized to ensure their authenticity before being relayed to the terminating network. Non-compliant calls, including potential robocalls, are blocked or flagged for further investigation.
- **Wholesale Partner Accountability:** We maintain strict contractual obligations with our wholesale partners to ensure they comply with STIR/SHAKEN requirements, and any non-compliance is addressed with swift remedial actions. This includes requiring wholesale partners to pass the appropriate attestation levels (A, B, or C) based on their call origination and verification processes.

4. Robocall Mitigation Strategies

In addition to STIR/SHAKEN compliance, KESALZ implements additional measures to mitigate robocalls within our network:

- **Call Blocking and Filtering:** We leverage advanced call analytics and AI-based technology to proactively identify and block potential robocalls before they reach end-users. This includes monitoring call patterns, analyzing reputation data, and implementing blacklist/whitelist technologies.
- **Collaboration with Industry Partners:** We participate in industry-led initiatives such as the Robocall Mitigation Database and work with other service providers to exchange data about fraudulent activity, ensuring we are informed about emerging threats.
- **Customer Education and Reporting:** We educate our end-users about robocall risks and provide mechanisms for reporting suspicious or unwanted calls, ensuring we can act on user feedback and improve our detection and mitigation processes.

5. Audit and Reporting

To ensure continuous improvement, KESALZ regularly conducts internal audits to assess compliance with STIR/SHAKEN and other robocall mitigation measures. We also maintain transparency in our efforts by:

- **Tracking Call Authentication Data:** We monitor the effectiveness of STIR/SHAKEN authentication, including call failure rates and authentication success ratios, to ensure the reliability of our call identification processes.
- **Robocall Metrics Reporting:** We provide detailed reporting on the volume of blocked or filtered robocalls, allowing both regulatory bodies and end-users to understand the scope of our mitigation efforts.
- **Annual Compliance Review:** We conduct an annual review of our robocall mitigation program and update our policies to reflect any changes in the regulatory environment or technology.

6. Conclusion

KESALZ is dedicated to mitigating the impact of robocalls and ensuring that our network is secure, transparent, and compliant with all applicable regulatory requirements. By implementing robust STIR/SHAKEN protocols and combining them with advanced call analytics, partner accountability, and industry collaboration, we are able to protect our end-users from fraudulent and unwanted calls. Our ongoing commitment to monitoring, auditing, and adapting our program ensures that we continue to meet the evolving challenges of robocall mitigation.