

Robocall Mitigation Plan for Dialxperts

1. Introduction

Dialxperts is committed to combating illegal robocalls and ensuring compliance with the Federal Communications Commission (FCC) regulations.

This document outlines our Robocall Mitigation Plan (RMP), detailing the strategies and actions we have implemented to detect, prevent, and mitigate illegal robocall activities on our network

2.1 Call Authentication Implementation

Dialxperts has adopted the STIR/SHAKEN framework to authenticate caller IDs and prevent spoofing. Our implementation includes:

- Deployment of secure telephone identity tokens in SIP headers.
- Integration of third-party STIR/SHAKEN certification authorities.
- Ongoing updates to maintain alignment with the latest technical standards.

2.2 Monitoring and Analysis

We continuously monitor our network traffic to identify and analyze patterns that may indicate illegal robocall activity. Key measures include:

- Real-time analytics to flag unusual call volumes and traffic anomalies.
- Regular audits of call detail records (CDRs) to trace suspicious call origins.

2.3 Mitigation Strategies

When illegal robocall traffic is identified, Dialxperts takes the following actions:

- Blocking suspicious calls at the network level.
- Coordinating with upstream and downstream carriers to trace call origins.
- Reporting illegal robocall activities to the FCC and relevant law enforcement agencies.

Robocall Mitigation Plan for Dialxperts

3. Customer Complaint Mechanism

We have established a robust system for addressing customer complaints related to robocalls:

- A dedicated hotline and email address for reporting suspected illegal robocalls.
- A resolution timeline of 48 hours for investigating and addressing complaints.
- Periodic customer education campaigns on identifying and reporting robocalls.

4. Staff Training and Awareness

Dialxperts ensures that all staff involved in robocall mitigation efforts are trained and updated on:

- FCC regulations and guidelines, including compliance with 47 CFR §64.1200.
- Best practices for identifying and mitigating illegal robocalls.
- Usage of tools and technologies for call authentication and monitoring.

5. Filing and Certification

- Dialxperts has filed its certification with the FCC's Robocall Mitigation Database (RMD) as required by 47 CFR §64.6305.
- Our filing includes detailed descriptions of the measures implemented to prevent illegal robocalls.
- We review and update our certification periodically to reflect any changes in our mitigation strategies.

6. Compliance Monitoring and Updates

We stay informed of all updates to FCC regulations and adjust our RMP accordingly. Regular compliance audits are conducted to:

- Ensure adherence to all current FCC guidelines.
- Identify areas for improvement in our mitigation strategies.

Robocall Mitigation Plan for Dialxperts

7. Consequences of Non-Compliance

Non-compliance with FCC regulations can result in:

- Removal from the FCC's Robocall Mitigation Database.
- Inability to exchange traffic with other voice service providers.
- Potential fines and enforcement actions by the FCC.

8. Conclusion:

Dialxperts is dedicated to maintaining a safe and secure telecommunications network. Our Robocall Mitigation Plan reflects our commitment to compliance, customer protection, and the broader effort to combat illegal robocalls. This plan will be reviewed and updated regularly to address evolving threats and regulatory requirements.

