

Robocall Mitigation Plan for Rio Broadband, LLC

Prepared by: Rio Broadband, LLC

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1. Introduction

Rio Broadband, LLC is a non-facilities-based, small business provider operating in compliance with the Federal Communications Commission (FCC) rules. As required under 47 CFR § 64.6305, we have developed this Robocall Mitigation Plan to ensure adherence to the FCC's STIR/SHAKEN framework and mitigate illegal robocall traffic on our network.

2. Certification and Compliance

- **STIR/SHAKEN Compliance:**
As a non-facilities-based provider, Rio Broadband is unable to directly implement STIR/SHAKEN on our network. However, we contract with upstream wholesale providers who are STIR/SHAKEN-compliant and ensure that calls originating from or passing through our systems are authenticated appropriately.
 - **Robocall Mitigation Database:**
Rio Broadband has registered with the FCC's Robocall Mitigation Database and submitted this plan to demonstrate our commitment to mitigating illegal robocalls.
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3. Robocall Mitigation Practices

Rio Broadband implements the following measures to identify and mitigate illegal robocalls:

a. Call Screening and Monitoring:

- Monitor call traffic patterns for unusual volumes or short-duration calls that could indicate robocall activity.
- Flag and investigate anomalies to determine if they result from unauthorized or illegal robocalling.

b. Customer Vetting:

- Conduct rigorous vetting of new and existing customers, including Know Your Customer (KYC) protocols, to ensure compliance with legal and ethical standards.
- Deny service to customers suspected of originating illegal robocalls.

c. Collaboration with Upstream Providers:

- Work closely with upstream providers to ensure that all calls are authenticated and verified under the STIR/SHAKEN framework.
- Require that upstream providers employ effective robocall mitigation measures.

d. Complaint Management:

- Maintain a system for logging and addressing robocall complaints from customers.
- Respond promptly to complaints and work with upstream providers to trace and block the source of illegal robocalls.

e. Call Blocking and Filtering:

- Deploy call-blocking and filtering tools to prevent known or suspected illegal robocalls from reaching customers.
- Update call-blocking databases regularly to reflect the latest trends in robocall activity.

f. Cooperation with Law Enforcement:

- Cooperate fully with law enforcement and regulatory authorities in identifying and prosecuting illegal robocallers.
 - Provide call records and other relevant information to assist investigations, as permitted by law.
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4. Staff Training and Awareness

- Train staff on recognizing and addressing illegal robocall activity.
 - Ensure employees are aware of FCC regulations and the company's obligations under the Robocall Mitigation Plan.
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5. Plan Review and Updates

Rio Broadband will review this Robocall Mitigation Plan annually or as required by changes in regulations or technology. Updates will be submitted to the FCC's Robocall Mitigation Database as needed.

6. Contact Information for Robocall Mitigation

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7. Conclusion

Rio Broadband, LLC is committed to mitigating illegal robocalls and complying with FCC regulations. Through this Robocall Mitigation Plan, we aim to protect our customers, preserve the integrity of our services, and contribute to the industry-wide effort to eliminate illegal robocalling.