

Robocall Mitigation Program Description

Company Name: Spice New Media Ltd

Date: 2nd January 2025

1. Introduction

Spice New Media Ltd, a voice service provider based in the United Kingdom, is committed to mitigating the impact of robocalls. While we do not directly implement the STIR/SHAKEN authentication framework on our network, we ensure that all calls we originate are subject to a robust robocall mitigation program and are routed through third-party wholesalers who comply with the STIR/SHAKEN requirements.

2. Robocall Mitigation Practices

a. STIR/SHAKEN Compliance

- We route all calls through third-party wholesalers, some of whom are based in the UK, that fully implement the STIR/SHAKEN authentication framework. While we do not directly implement STIR/SHAKEN on our network, we ensure that all calls are authenticated and comply with STIR/SHAKEN standards before reaching end users.

b. Traffic Monitoring

- We continuously monitor call traffic for signs of suspicious or illegal activity, including high call volumes to invalid or unallocated numbers. Any unusual patterns are flagged for investigation and further action.

c. Customer Vetting

- All customers are thoroughly vetted before being allowed to use our services. This ensures that we do not facilitate robocall activity, and we take steps to prevent any illegal robocalling through our network.

d. Collaboration with Third-Party Providers

- We maintain strong working relationships with our third-party wholesalers to ensure that calls passing through their systems are compliant with all relevant regulations, including STIR/SHAKEN.

3. Policies and Procedures

a. Employee Training

- Employees are trained to recognize, report, and mitigate robocalling activity. This includes understanding the importance of compliance with STIR/SHAKEN and other robocall mitigation strategies.

b. Traceback and Cooperation

- We commit to responding fully and within 24 hours to any traceback requests from the Federal Communications Commission (FCC), law enforcement, or the industry traceback consortium. We work in close cooperation with these entities to investigate and stop any illegal robocallers.

c. Ongoing Monitoring and Program Updates

- Our robocall mitigation program is regularly reviewed and updated to ensure its continued effectiveness. We monitor regulatory changes and industry practices to ensure we remain compliant with all relevant guidelines.

4. Contact Information

Our Robocall Mitigation Officer, responsible for overseeing the implementation of this program, can be reached at:

- **Name:** Stuart Spice
- **Email:** billing@buzzbox.cc
- **Phone:** +44 330 122 2230

5. Certification

We certify that Spice New Media Ltd complies with the Federal Communications Commission's regulations regarding robocall mitigation, and that we have a fully implemented program to prevent robocall activity through our network. Although we do not directly implement STIR/SHAKEN on our network, we ensure that all calls routed through third-party wholesalers are authenticated in compliance with STIR/SHAKEN.

6. Program Updates

This program will be updated regularly to reflect changes in regulatory requirements and improvements in industry best practices.