

Robocall Mitigation Program Description

I. Company Information

- **Company Name:** Awaaz De Infosystems Pvt. Ltd
- **FCC Registration Number (FRN):** 0036705358]
- **Business Address:**

104 Shanay II

Near Gandhigram Rlwy, Ashram Road

- **Point of Contact:**
 - **Name:** Neil Patel
 - **Title:** CEO
 - **Phone:** +91 9016811304
 - **Email:** tech@awaaz.de

II. Certification of Compliance

This document describes the steps [Your Company Name] has taken to mitigate unlawful robocalls on its network, consistent with the FCC's rules under **47 CFR § 64.6305**.

Awaaz De **certifies** that it is:

- Implementing a robocall mitigation program in accordance with **FCC regulations**.
- Taking steps to prevent **the origination of illegal robocalls**.
- Fully compliant with **STIR/SHAKEN authentication framework** (if applicable).
- Filing and maintaining accurate records in the **FCC's Robocall Mitigation Database**.

III. Robocall Mitigation Plan

A. Implementation of STIR/SHAKEN (If Applicable)

As a startup based in **India**, Awaaz De operates an **Interactive Voice Response (IVR) service** that utilizes **standard SIP trunks** from major telecom providers, including **Vodafone-Idea, Airtel, Tata, and Reliance Jio**.

STIR/SHAKEN Compliance Context

- **Indian telecom regulations currently do not mandate STIR/SHAKEN** for voice service providers operating within India.
- Since our company **does not directly provide PSTN termination services** and instead relies on the telecom providers' SIP trunking infrastructure, the responsibility for STIR/SHAKEN authentication typically resides with the **upstream carrier (Vodafone-Idea, Airtel, Tata, Reliance Jio)**.
- However, we ensure that all outbound calls conform to the required authentication mechanisms implemented by our carrier partners.

Call Authentication Measures

- **Carrier-Level STIR/SHAKEN Support:**
 - While India does not enforce STIR/SHAKEN, we work with our **SIP trunk providers to ensure proper caller ID authentication and avoid unauthorized number spoofing**.
 - Our telecom partners implement **Caller ID Verification and CLIR (Calling Line Identification Restriction)** mechanisms to **mitigate caller spoofing risks**.
- **Outgoing Call Validation:**
 - All outbound IVR calls are configured to use **authorized and registered numbers** assigned by our telecom partners.
 - We **do not permit dynamic caller ID changes** beyond the numbers assigned to us, ensuring **traceability and accountability**.
- **Inbound Call Authentication for IVR Services:**
 - We validate incoming calls against a **whitelist database** when handling sensitive IVR services (e.g., banking, healthcare, or government applications).
 - Calls failing basic validation checks (e.g., missing or invalid caller ID, repeated spam patterns) are flagged and may be **blocked or redirected** for further analysis.

Future STIR/SHAKEN Adoption Plan

- Should Indian regulatory authorities adopt **STIR/SHAKEN-like authentication mechanisms**, [Your Company Name] will **fully integrate with the authentication frameworks required**.
- We are actively monitoring **TRAI (Telecom Regulatory Authority of India)** and **DoT (Department of Telecommunications, India)** guidelines for potential updates related to robocall mitigation and caller ID authentication.

B. Call Traffic Monitoring and Filtering

- **Real-Time Call Analytics:**
 - Our system actively **monitors call traffic** using [mention any analytics system or software used, e.g., AI-based call detection, traffic pattern monitoring, etc.].
- **Blocking and Labeling Measures:**
 - Calls identified as potential **spam or fraudulent** are subject to blocking or labeling based on known robocall patterns.

C. Customer and Network-Level Protections

- **Call Authentication Measures:**
 - Calls originating on our network undergo **verification** to confirm that they are **legitimate and not illegally spoofed**.
- **Consumer Education:**
 - We provide customers with **educational materials** on robocall avoidance and reporting.
- **Handling Customer Complaints:**
 - Complaints related to potential **fraudulent robocalls** are reviewed, and appropriate actions are taken.

D. Cooperation with Law Enforcement and Industry Efforts

- We comply with **FCC enforcement actions** and respond promptly to traceback requests from the **Industry Traceback Group (ITG)** and **law enforcement agencies**.

IV. Compliance with FCC Reporting Requirements

- Awaaz De **regularly reviews and updates** its robocall mitigation practices.
- If required, we will submit compliance reports and notify the **FCC** of any significant program changes.

V. Declaration and Signature

I, Neil Patel, as an **authorized representative** of Awaaz De, certify that this Robocall Mitigation Plan is accurate and compliant with **FCC regulations**.

- **Name:** Neil Patel
- **Title:** CEO
- **Date:** Feb 21, 2025