

CPX Networks Robocall Mitigation Plan

1. Introduction

CPX Networks is committed to ensuring compliance with the Federal Communications Commission (FCC) rules concerning robocalls, including requirements outlined in the **TRACED Act** and **Caller ID Authentication** (STIR/SHAKEN). This Robocall Mitigation Plan outlines CPX Networks' approach to prevent and mitigate robocalls and protect consumers from fraudulent and unsolicited calls.

2. Compliance with the TRACED Act and FCC Rules

As part of our commitment to mitigating robocalls, CPX Networks has implemented the following steps in alignment with the FCC's **Robocall Mitigation Database** and **STIR/SHAKEN** protocols.

3. Verification of Network Integrity

CPX Networks will ensure that its network adheres to the STIR/SHAKEN caller ID authentication standards. We will:

- **Authenticate** calls through the STIR/SHAKEN framework to verify the caller's identity and ensure caller ID information is accurately passed through our network.
- **Participate in the Robocall Mitigation Database** by submitting the required information about our robocall mitigation practices to the database, as per FCC regulations.

4. Robocall Detection and Blocking Technology

CPX Networks will implement advanced **robocall detection** and **call-blocking** systems. This includes:

- Using AI and machine learning tools to identify and filter robocalls before they reach consumers.
- Collaborating with third-party vendors who provide **robocall mitigation services** that offer real-time blocking of fraudulent and spam calls.
- Continuously reviewing call traffic to identify patterns that may indicate robocall activity.

5. Compliance with Caller ID Requirements

CPX Networks will:

- **Ensure accurate caller ID information** for all outbound calls made on our network, complying with the FCC's caller ID requirements.
- Take measures to prevent spoofed calls and ensure that legitimate businesses and individuals can properly display their caller ID information.

6. Customer Notification and Education

CPX Networks will:

- Provide clear communication to customers about robocall mitigation strategies and options, including ways to **opt-out** of unsolicited calls.
- Educate consumers on **call-blocking technologies**, and offer information on third-party apps and services that help reduce robocalls.
- Notify customers of their right to request call-blocking services and work with them to implement such solutions.

7. Third-Party and Service Provider Oversight

CPX Networks will:

- Ensure that **third-party providers** (e.g., call routing, carrier services) follow the same robocall mitigation standards.
- Regularly audit third-party vendors for compliance with STIR/SHAKEN and other relevant FCC regulations.

8. Incident Response and Reporting

In the event of a violation of the robocall mitigation plan (e.g., a failure to comply with STIR/SHAKEN protocols or other FCC requirements), CPX Networks will:

- Take immediate corrective action to resolve any issues.
- Submit any required **incident reports** to the FCC, as required by regulations.
- Maintain records of any incidents of non-compliance, the actions taken to resolve the issue, and any follow-up measures implemented to prevent recurrence.

9. Ongoing Monitoring and Updates

CPX Networks will:

- Continuously monitor robocall activity on our network and update mitigation strategies as needed based on the latest regulatory changes, technological advancements, and emerging trends in fraudulent calling.
- Conduct annual reviews of this Robocall Mitigation Plan to ensure it remains compliant with FCC rules and effective in reducing the impact of robocalls.

10. Conclusion

CPX Networks is dedicated to combating robocalls and ensuring the protection of our customers from illegal and fraudulent calls. By implementing a combination of advanced technology, regulatory compliance, and consumer education, we aim to be part of the solution in reducing robocalls nationwide.