

Robocall Mitigation Program Description

Introduction

Our company is committed to preventing and mitigating illegal robocalls on our network. In compliance with the TRACED Act and subsequent FCC orders, we have developed a comprehensive Robocall Mitigation Program. This document outlines our approach to identifying, blocking, and reporting suspicious robocall activity.

1. Network Evaluation

- **Vulnerability Assessment:** Conduct a thorough evaluation of our network to identify vulnerabilities and entry points for robocalls. This assessment will inform our mitigation strategy and ensure that we address all potential weaknesses.

2. Implementation of STIR/SHAKEN Protocol

- **Call Authentication:** Implement the STIR/SHAKEN protocol to authenticate caller ID information. This technology verifies whether the caller ID has been spoofed and ensures that calls originate from trusted sources. This measure is mandatory for most U.S. providers. This is realized by our sip provider DIDWW that is certified by FCC

3. Registration in the Robocall Mitigation Database

- **Certification and Mitigation Plan:** Register with the FCC's Robocall Mitigation Database and submit a mitigation plan. This registration is required for all voice service providers, and failure to comply may result in penalties.

4. Real-Time Call Analysis Integration

- **Monitoring and Detection:** Utilize real-time analytics to monitor call patterns and detect suspicious activity. AI and machine learning technologies are effective in identifying new robocall tactics and adapting to evolving threats.

5. Implementation of Automated Blocking and Filtering

- **Blocking Suspicious Calls:** Implement automated systems to block calls suspected of being illegal. This may include using blocked number lists and reputation scores for phone numbers.

6. Mitigation Plan Details

- **Prevention Measures:** Describe reasonable measures taken to prevent the origination of illegal robocall traffic.

- **Response to Law Enforcement Requests:** Include a commitment to respond within 24 hours to all law enforcement requests from the FCC, law enforcement agencies, and the industry traceback consortium.

7. Continuous Monitoring and Plan Updates

- **Review and Update:** Ensure that the mitigation plan is regularly reviewed and updated to reflect changes in robocall mitigation strategies.

Conclusion

Our Robocall Mitigation Program is designed to protect our users from illegal robocalls while complying with regulatory requirements. We are committed to continuously improving our strategies to stay ahead of emerging threats.