

Robocall Mitigation Plan

1. Implementation of STIR/SHAKEN Framework

- **Caller ID Authentication:** Implement the STIR/SHAKEN framework across the entire network to ensure caller ID authentication. This helps verify the legitimacy of incoming calls and reduces the chances of spoofed calls

2. Robocall Mitigation Program

- **Reasonable Steps:** Take reasonable steps to avoid originating illegal robocall traffic. This includes monitoring call patterns and identifying suspicious activities
- **Traceback Requests:** Commit to responding within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium. Cooperate with these entities to investigate and stop illegal robocallers

3. Certification and Compliance

- **FCC Certification:** Certify in the FCC's Robocall Mitigation Database that all calls originated on the network are subject to a robocall mitigation program. Ensure compliance with the STIR/SHAKEN framework and other FCC requirements
- **Regular Audits:** Conduct regular audits to ensure ongoing compliance with robocall mitigation practices and update certifications as needed

4. Technological Solutions

- **Call Blocking Tools:** Implement advanced call blocking tools and algorithms to detect and block illegal robocalls before they reach consumers