

Robocall Mitigation Program Description

Overview

UCNext Inc. is committed to protecting the integrity of the communications ecosystem and safeguarding end users from illegal and unwanted robocalls. Our Robocall Mitigation Program ensures that all traffic originating on our network is authenticated, verified, and actively monitored to prevent the origination and transmission of unlawful robocall traffic.

Key Components of the UCNext Robocall Mitigation Program

- **Traffic Monitoring and Analysis**: UCNext employs sophisticated tools to analyze voice traffic in real-time and after calls are completed. We monitor for high call volumes, abnormal short-duration calls, repetitive call patterns, and other signatures of illegal robocalls. Advanced analytics and machine learning algorithms help flag suspicious activity before it reaches end users.
- **Caller Identity Authentication**: UCNext has fully implemented the STIR/SHAKEN call authentication framework for all IP-based voice traffic. This framework digitally verifies caller ID information, preventing caller ID spoofing. For non-IP traffic, we maintain a rigorous mitigation strategy that includes manual verification and cross-checking of call origin details.
- **Call Originating Customer Vetting**: All new voice customers undergo thorough screening through Know Your Customer (KYC) protocols. This process includes business identity verification, history of telecom activity, intended usage declarations, and traffic pattern predictions. We restrict access to our network until customers meet compliance standards.

- **Remediation Protocols**: When suspicious or illegal robocall activity is detected, UCNext initiates an immediate investigation. Depending on the severity, actions may include customer outreach, suspension of service, or permanent disconnection. We also notify relevant authorities when required and cooperate with law enforcement to trace and stop bad actors.
- **Customer Education**: UCNext provides ongoing education to our customers regarding robocall regulations, compliant dialing practices, and risk avoidance strategies. We distribute newsletters, host webinars, and offer support to help customers remain informed and responsible.
- **Ongoing Reporting and Compliance**: UCNext stays compliant with the latest FCC regulations and participates in robocall mitigation consortiums. We maintain up-to-date certifications in the FCC Robocall Mitigation Database and submit regular updates and reports as required.

Commitment to Excellence

At UCNext, we are dedicated to upholding the highest standards in communications security. Our Robocall Mitigation Program is designed to adapt to emerging threats and evolving regulatory requirements, ensuring trust and reliability for all stakeholders.