

Introduction

The Robocall Mitigation Program aims to decrease the volume of unsolicited, automated telephone calls (robocalls) received by subscribers. Connect3's objective is to improve the calling experience and reduce interruptions for customers.

Mitigation Methods

Connect3 uses multiple methods to stop robocalls, including identifying and blocking spoofed caller IDs, working with industry databases of known robocall numbers, and offering call screening tools for users to block unwanted calls.

Reporting and Analysis

Connect3 systematically evaluates the program's effectiveness by monitoring call volume, block rates, and subscriber feedback. Data is meticulously analyzed to identify trends and potential areas for enhancement. Reports are generated and reviewed by the appropriate department on a regular basis.

STIR/SHAKEN Implementation

Connect3 operates as a non-facilities-based reseller and consequently does not possess the requisite facilities or control over network infrastructure needed to implement STIR/SHAKEN protocols. As such, Connect3 is not obliged to implement STIR/SHAKEN. This responsibility is carried out by our upstream carriers on our behalf.

Robocall Mitigation Practices

To combat unlawful robocalls, we implement the following measures:

- Clients need to provide complete business documentation, intended use cases, and a government-issued ID.
- We adhere to Robocall Mitigation by managing outbound caller ID and preventing customers from using unauthorized numbers.
- Call Monitoring: We track call volume, duration, and destinations to instantly identify suspicious activity.
- Rate Limiting: We limit calls per second (CPS) and call volumes for new or high-risk accounts.
- Blocklists & Reputation Tools: Integration with spam call detection and reputation management APIs to prevent known harmful actors.
- Manual Review Process: Customers exhibiting unusual behavior are manually reviewed and, if necessary, suspended until the investigation is complete.
- Customers must agree to an Acceptable Use Policy that forbids robocalls or autodialers without consent.