

Robocall Mitigation Program Description

Company Name: S.C. RIO TELECOMUNICACOES E INFORMATICA LTDA

FCC Registration Number (FRN): 0037014156

Service Type: VoIP

Service Area: Domestic and International

1. Introduction

S.C. RIO TELECOMUNICACOES E INFORMATICA LTDA is a VoIP service provider registered with the FCC, fully committed to mitigating illegal robocalls and complying with Section 64.6305 of the FCC Rules. This document outlines our comprehensive robocall mitigation program, detailing the policies, practices, and tools implemented to identify, block, and respond to unauthorized call traffic.

2. Robocall Mitigation Policy Statement

We recognize the importance of safeguarding telecommunications networks and consumer privacy. While we are in the process of implementing the STIR/SHAKEN framework, we have adopted robust mitigation practices to prevent the completion of illegal robocalls on our network.

Our program is based on the following pillars:

- **Prevention:** rigorous customer vetting and traffic authentication;
 - **Detection:** continuous traffic monitoring;
 - **Response:** prompt action against identified abuses.
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3. Caller ID Authentication

- **STIR/SHAKEN Status:**
Not currently implemented (implementation is in progress).
 - **Alternative Methods:**
For customers and networks not compatible with STIR/SHAKEN, we have implemented alternative authentication measures, including manual origin verification, IP validation, and call pattern audits.
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4. Mitigation Practices

a) Customer Vetting

All customers undergo a strict validation process before activation, including:

- Identity document verification;
- Credit and background checks;
- Contracts with clear anti-abuse clauses.

b) Traffic Monitoring & Analytics

We utilize automated systems and use Nextbilling software to continuously monitor traffic for:

- Unusual call volumes;
- Very short average call durations (e.g., <10 seconds);
- Suspicious patterns (e.g., mass calls to multiple destinations in a short timeframe).

Automated alerts are generated for manual review whenever unusual patterns are detected.

c) Blacklisting & Call Blocking

We maintain updated blacklists of known abusive numbers and patterns, sourced from internal databases.

Calls matching these criteria are automatically blocked before completion.

5. Complaint Handling & Enforcement

We provide an open channel for complaints via email and phone, allowing anyone to report incidents.

Our process:

1. **Intake:** Immediate logging of the complaint.
2. **Analysis:** Detailed investigation within 2 business days.
3. **Action:**
 - Formal warning to the customer;
 - Temporary service suspension;
 - Contract termination in case of recurrence.

All cases are documented for auditing purposes.

6. Continuous Improvement

S.C. RIO TELECOMUNICACOES E INFORMATICA LTDA's compliance team reviews and updates the mitigation program semi-annually or whenever new FCC guidelines are issued. We invest in regular training for all relevant staff.

Contact Information for the Robocall Mitigation Program:

- Responsible Person: Mavíael Silva
- Position: Director
- Email: engenharia@scrio.com.br
- Phone: +55 21 2797-2600

Final Statement

S.C. RIO TELECOMUNICACOES E INFORMATICA LTDA reaffirms its commitment to protecting the network and consumers, actively cooperating with authorities and industry partners to combat illegal robocalls.