

1. Introduction

Netspan Telecom is committed to full compliance with the Federal Communications Commission (FCC) rules concerning robocalls, including the requirements outlined in the TRACED Act and the Caller ID Authentication (STIR/SHAKEN) framework. This Robocall Mitigation Plan (RMP) details Netspan Telecom's policies and procedures for preventing, detecting, and mitigating illegal robocalls while ensuring the protection of consumers from fraudulent and unsolicited calls.

Company Information:

Company Name: Netspan Telecom

Phone: 1-866-317-7052

Address: 5450 Highway 153, Suite 126, Hixson, TN 37343, United States

Email: contact@netspantelecom.com

2. Compliance with the TRACED Act and FCC Rules

Netspan Telecom has implemented comprehensive measures to meet FCC requirements, including participation in the Robocall Mitigation Database (RMD) and adherence to STIR/SHAKEN protocols where applicable.

3. Verification of Network Integrity

Netspan Telecom ensures its network integrity by:

- Authenticating calls through the STIR/SHAKEN framework to verify caller identity and accurately pass caller ID information.
 - Participating in the Robocall Mitigation Database by submitting required information about our mitigation practices to the FCC.
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4. Robocall Detection and Blocking Technology

Netspan Telecom has deployed advanced robocall detection and call-blocking solutions, including:

- AI and machine learning systems to identify and block robocalls before they reach end users.

- Partnerships with third-party vendors to provide real-time blocking of fraudulent and spam calls.
 - Continuous review and analysis of traffic patterns to identify potential robocall activity.
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5. Compliance with Caller ID Requirements

Netspan Telecom:

- Ensures accurate caller ID information for all outbound calls.
 - Implements safeguards to prevent caller ID spoofing and ensures proper display for legitimate businesses and individuals.
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6. Customer Notification and Education

Netspan Telecom:

- Provides clear communication to customers about robocall mitigation strategies and available call-blocking options.
 - Educates customers on available technologies, third-party apps, and services that reduce robocalls.
 - Notifies customers of their right to request call-blocking services and supports them in implementation.
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7. Third-Party and Service Provider Oversight

Netspan Telecom:

- Requires all third-party providers (e.g., carriers, routing partners) to comply with robocall mitigation standards.
 - Conducts periodic audits of vendors to ensure compliance with FCC regulations, including STIR/SHAKEN requirements.
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8. Incident Response and Reporting

In the event of a violation of this mitigation plan or FCC requirements, Netspan Telecom will:

- Take immediate corrective action to resolve issues.
- Submit any required incident reports to the FCC.
- Maintain detailed records of incidents, remediation actions, and preventive follow-up measures.

Disclosure: Netspan Telecom responds to all Industry Traceback Group (ITG) traceback requests within the required 24-hour timeframe.

9. Ongoing Monitoring and Updates

Netspan Telecom:

- Continuously monitors robocall activity and adapts mitigation strategies based on regulatory updates and technological advancements.
 - Conducts annual reviews of this plan to ensure continued effectiveness and compliance with FCC rules.
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10. Conclusion

Netspan Telecom is dedicated to combating robocalls and protecting consumers from illegal and fraudulent communications. Through robust technology, strict compliance, and proactive education, Netspan Telecom strives to be a leader in reducing the impact of robocalls nationwide.