

Program Overview

Our comprehensive Robocall Mitigation Program is designed to protect customers from unwanted robocalls. We employ a multi-layered approach, leveraging advanced technologies and industry collaborations to identify, block, and mitigate robocall activity.

Key Components

1. **STIR/SHAKEN Implementation:** Our carrier has implemented the STIR/SHAKEN framework to authenticate caller ID information, ensuring that calls are verified and legitimate.
2. **Advanced Analytics:** Our system utilizes machine learning algorithms and behavioral analysis to identify patterns indicative of robocall activity, including call volume, frequency, and caller ID spoofing.
3. **Real-time Blocking:** Suspicious calls are blocked in real-time, preventing them from reaching customers.
4. **Call Scoring:** Each call is assigned a score based on its likelihood of being a robocall, allowing for more effective filtering.
5. **Industry Collaboration:** We participate in industry forums and collaborate with carriers, regulators, and other stakeholders to share threat intelligence and best practices.

Mitigation Techniques

1. **Signature-based Detection:** Our system uses known robocall signatures to identify and block malicious calls.
2. **Anomaly-based Detection:** Unusual call patterns are detected and flagged for further analysis.
3. **Whitelist/Blacklist Management:** Customers can manage their own whitelists and blacklists to customize their call filtering experience.
4. **Robocall Labeling:** Suspected robocalls are labeled, alerting customers to potential scams.

Benefits

1. **Reduced Robocall Volume:** Our program significantly reduces the number of unwanted robocalls reaching customers.
2. **Improved Customer Experience:** By minimizing unwanted calls, we enhance the overall calling experience and reduce customer frustration.
3. **Enhanced Security:** Our program helps protect customers from scams, phishing attempts, and other malicious activities.

Implementation and Maintenance

1. **Network Integration:** Our robocall mitigation solution is integrated into our network infrastructure.
2. **Regular Updates:** Our system receives regular updates to stay ahead of emerging threats and adapt to changing robocall tactics.
3. **Performance Monitoring:** We continuously monitor the effectiveness of our program and make adjustments as needed.

Compliance and Regulation

Our Robocall Mitigation Program complies with relevant regulations, including the TRACED Act and FCC guidelines. We work closely with regulatory bodies to ensure our program meets or exceeds industry standards.