

Robocall mitigation program requirements for voice service providers.

(1) Each voice service provider shall implement an appropriate robocall mitigation program.

Initiated at platform level and infrastructure level

(2) Any robocall mitigation program implemented pursuant to [paragraph \(a\)\(1\)](#) of this section shall include reasonable steps to avoid originating illegal robocall traffic and shall include a commitment to respond within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

We have implemented process in place to trace and track calls which will effectively monitor the robocall and alert or stop the activities.