

Robocall Mitigation Program

Overview and Key Components

Introduction

Robocalls—automated phone calls delivering prerecorded messages—have become a major nuisance and security risk for consumers and businesses. In response, organizations and telecom providers are implementing robocall mitigation programs to combat illegal and unwanted robocalls, enhance customer trust, and comply with regulatory requirements.

Program Objectives

- Identify and block illegal and fraudulent robocalls before they reach end-users.
- Reduce the volume of unwanted calls and improve call authenticity.
- Ensure compliance with federal and state regulations, including the FCC's STIR/SHAKEN mandate.
- Protect consumers from scams, phishing, and identity theft associated with robocalls.

Key Components

1. Call Authentication:
2. Implementing technologies like STIR/SHAKEN to verify the legitimacy of caller ID information, helping recipients distinguish between genuine and spoofed calls.
3. Call Analytics and Monitoring:
4. Using advanced analytics to monitor call traffic, detect suspicious patterns, and identify sources of illegal robocalls.
5. Blocking and Labeling:
6. Automatically blocking calls from known fraudulent sources and labeling suspected robocalls to warn users.
7. Consumer Education:
8. Informing end-users about robocall risks and best practices for responding to suspicious calls.
9. Reporting and Collaboration:
10. Sharing information about robocall sources and trends with other carriers, regulators, and law enforcement agencies to strengthen collective efforts.

Implementation Strategies

- Deploying real-time call screening and filtering mechanisms at network entry points.
- Maintaining up-to-date databases of known robocallers and frequently updated threat signatures.
- Regularly auditing call records and system logs to ensure compliance and effectiveness.
- Providing easy-to-use channels for consumers to report suspicious calls.

Benefits

- Reduces the prevalence of unwanted and fraudulent calls.
- Enhances trust in telephone communications.
- Protects vulnerable populations from scams and financial loss.
- Ensures regulatory compliance and avoids penalties.

Conclusion

A robust robocall mitigation program is essential for any organization or telecom provider seeking to protect customers and maintain the integrity of phone communications. By combining technology, analytics, education, and collaboration, these programs help create a safer and more trustworthy calling environment.