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## Announcement: STIR/Shaken Mitigation Filing Reminder

1 message

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**SkySwitch Partner Announcement** <donotreply@skyswitch.com>  
To: rgalicia@systemsdesignco.com

Wed, Feb 21, 2024 at 5:20 PM



Dear Partner,

The FCC may have contacted you regarding the Robocall Mitigation Database filing requirement, but this is a friendly reminder from your white-label UCaaS provider. Please review the details below:

- Effective February 26, 2024, all providers (voice service providers including resellers of voice service, intermediate providers, gateway providers, non-gateway providers) **must file robocall mitigation plans and certifications** in the [Robocall Mitigation Database](#), as well as provide identifying information and other additional information. In the Robocall Mitigation Database, providers certify whether and to what extent they have implemented the STIR/SHAKEN caller ID authentication framework.
- **Please Note:** Our SkySwitch engineers have completed the technical requirements on our platforms (BYOT partners not included), however as a business owner, you'll need to register with the Robocall Mitigation Database and file a plan stating the work that was completed. Robocall Mitigation Database (RMD) plan templates are listed below for your convenience.

### Here are some useful links and templates:

- Click [here](#) for filing instructions to the Robocall Mitigation Database
- Click [here](#) to view the Small Business Compliance Guide.
- Click [here](#) to learn more about the STIR/Shaken Filing Requirement
- Below are Robocall Mitigation Database (RMD) plan templates you can view as samples if you choose to use them.

[Robocall Mitigation Plan Form - STANDARD Template.pdf 79.89 KB](#)

[Robocall Mitigation Plan Form - BYOC Template.pdf 73.44 KB](#)

For further questions related to this process, please contact the SkySwitch Support Team.

Sincerely,  
The SkySwitch Team

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**Please view the important information below regarding your RMD Plan:**

**Robocall Mitigation Plans should include:**

- A statement that all calls that originate on the provider's network are subject to a robocall mitigation plan.
- Commitment to respond to Traceback requests.
- STIR/SHAKEN implementation status.
- Role in call chain (e.g., voice service provider).
- Specific robocall mitigation techniques, including:
  - The specific "reasonable steps" (for each role they have in the call chain) they have taken to avoid, carrying, or processing of illegal robocall traffic.
  - Any call analytics systems used to identify and block illegal traffic, including identification of any third-party vendor.
  - Any contractual provisions with end-users or upstream providers designed to mitigate illegal robocalls.
- Description of any "know-your-upstream provider" procedures used to mitigate illegal robocalls.
- Description of how the provider is meeting the existing obligation to take affirmative, effective measures to prevent new and renewing customers from originating illegal calls (know-your-customer processes).
- Once in the RMD, you can see other voice service provider filings as an example. Note that as part of your filing you will be prompted to provide the information below.

**Certification** - All providers must attest to information regarding their STIR/SHAKEN implementation status, stating:

- Whether they have fully, partially, or not implemented STIR/SHAKEN on the IP portions of their networks.
- All calls that they originate on their network are subject to a robocall mitigation program
- The FCC has not removed any prior certifications and the provider has not been prohibited from filing in the Robocall Mitigation Database.

**Identifying Information** - All providers must provide identifying information including:

1. The business name(s) and primary address of the provider.
2. Other business names used by the provider.
3. All business names previously used by the provider.
4. Whether the provider is also a foreign voice service provider.
5. The name, title, department, business address, telephone number, and email address of one person within the company responsible for addressing robocall mitigation-related issues.

**Additional Information** - On the Robocall Mitigation Database submission form, filers must provide the following additional information:

- The role(s) they are playing in the call chain.
- If applicable, detailed information supporting any claimed STIR/SHAKEN implementation extension or exemption.
- Information regarding their principals, affiliates, subsidiaries, and parent companies
- A statement concerning whether they are subject to a FCC law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing and information concerning any such actions or investigations; if applicable, their Operating Company Number ("OCN").

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