Metropolitan Indianapolis Public Media, Inc.

Robocall Mitigation Program Description

Doing business as: WFYI Public Media
Previous business name: Metropolitan Indianapolis Public Broadcasting, Inc.
Business address: 1630 N. Meridian Street, Indianapolis, IN 46202
Filing FRN: 0039218755

1. Responsible Contact

Name: Robert Williams
Title: Owner
Department: Security Department
Telephone: 317-636-2020
Email: RobertWilliams19950@proton.me
Address: 1630 N. Meridian Street, Indianapolis, IN 46202

2. Purpose

Metropolitan Indianapolis Public Media, Inc. (“MIPM”) maintains procedures intended to detect and stop illegal calling through the voice services it administers. This program describes customer screening, oversight of service use, coordination with carriers, and responses to suspected abuse.

3. Service Arrangements

MIPM manages customer PBX systems and resells connectivity supplied by underlying carriers. Authentication takes place within those carriers’ infrastructure. Because MIPM does not administer that infrastructure, its own systems do not perform STIR/SHAKEN authentication.

MIPM maintains responsibility for addressing misuse within the services and customer accounts it administers. Its arrangements with carriers support investigations and the exchange of information about suspicious calls.

4. Customer Screening

Before establishing an account, MIPM gathers information about the business, its location, and the individuals responsible for the account. It assesses whether the proposed service use is consistent with the customer’s business.

Questions or discrepancies are investigated before service is activated or continued. Subsequent account changes and reports of suspicious activity may trigger additional review.

5. Underlying Carriers

Bandwidth Inc.
900 Main Campus Drive, Suite 100
Raleigh, NC 27606

Skyetel Inc.
2901 Clint Moore Road, Suite 2, #215
Boca Raton, FL 33496

IXICA Communications Inc.
10 Milner Business Court, Suite 300
Toronto, Ontario M1B 3C6, Canada

MIPM reviews relevant carrier registration information and coordinates the handling of authentication, suspected abuse, and requests for call information.

6. Service Restrictions

Customers must use the service lawfully. Fraud, deceptive identification, and illegal automated calling are prohibited. Account restrictions or termination may follow violations of service terms.

MIPM limits the use of outbound calling numbers to numbers associated with the customer's account or supported by authorization. Assignment records help staff investigate disputed or suspicious caller identification.

7. Monitoring

MIPM uses Equinox alerts and coordinates with underlying carriers to identify potentially unlawful calling activity.

Reviews assess calling activity against the account's expected use. Staff examine unusual patterns, account changes, routing information, and possible technical causes. Where necessary, staff seek an explanation from the customer and compare it with available records.

8. Investigation and Intervention

Suspected misuse is escalated to the responsible contact. MIPM preserves relevant information and works with the customer and carrier to determine the source and nature of the activity.

Responses may include limiting affected traffic, disabling calling capabilities, requiring corrective measures, or ending service. Investigations and resulting decisions are documented.

9. Traceback Requests

MIPM commits to provide a full response within 24 hours to traceback requests from the FCC, law enforcement, and the industry traceback consortium. It cooperates with investigations and efforts to stop unlawful calling.

The responsible contact coordinates access to available account and call information and obtains assistance from carriers when records are maintained outside MIPM's systems.

10. Program Maintenance

MIPM revises its procedures as service arrangements, risks, and regulatory requirements change. Relevant personnel receive updated instructions, and required filing changes are submitted within the applicable deadline.

11. Management and Related Organization

The identified leadership includes Greg Petrowich, President; Terry Magid, Board Chair; Fernanda Beraldi, Vice Chair; Sue Back, Treasurer; and Katie Culp, Secretary.

WFYI Foundation, Inc. supports MIPM through investment holdings and fundraising.