

Mitigation of Robocalls

1. **Description:**

Robocalls, or automated telephone calls, have become a significant nuisance and concern for both consumers and the telecommunications industry. In response to this problem, the Federal Communications Commission (FCC) has implemented regulations to mitigate robocalls and protect consumers from unwanted and fraudulent calls. As a responsible telecommunication company, CLEVER IDEAS is committed to complying with these regulations and implementing an effective robocall mitigation plan.

2. **Activities:**

To achieve compliance with FCC regulations and combat robocalls effectively, CLEVER IDEAS will undertake the following activities:

2.1 Call Authentication:

- Implement Secure Telephone Identity Revisited (STIR) and Secure Handling of Asserted information using toKENs (SHAKEN) protocols to authenticate and verify the caller ID information for outbound calls.
- Collaborate with other carriers and service providers to ensure the adoption of call authentication technologies with Attestation A or Attestation B across the telecommunications ecosystem.

2.2 Network Monitoring and Analysis:

- Deploy advanced network monitoring systems to identify and analyze call patterns, volumes, and anomalies associated with robocalls.
- Utilize machine learning algorithms and artificial intelligence techniques to improve the accuracy of robocall detection and classification.

2.3 Caller ID Validation and Labeling:

- Implement mechanisms to verify caller ID information and detect spoofed or altered numbers.
- Develop a system to label calls with their level of trustworthiness, such as "Verified," "Potential Spam," or "Unverified."

2.4 Consumer Education:

- Launch public awareness campaigns to educate customers about robocall risks, prevention techniques, and how to report unwanted calls.
- Provide clear and concise information on the company's website, customer portals, and support channels regarding robocalls, their impact, and available mitigation options.

2.5 Regulatory Compliance:

- Establish internal policies and procedures that align with FCC regulations and guidelines.
- Conduct regular audits and assessments to ensure ongoing compliance and identify areas for improvement.

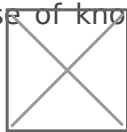
3. Mitigation Plan:

CLEVER IDEAS is committed to implementing the following mitigation strategies to reduce robocalls and protect our customers:

3.1 Implementing Call Filtering and Blocking:

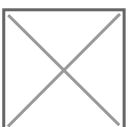
- Develop and deploy advanced call filtering and blocking mechanisms to prevent robocalls from reaching customers.
- Continuously update the database of known robocall numbers and patterns to enhance

the effectiveness of call blocking.



3.2 Enhanced Caller ID Services:

- Offer enhanced caller ID services that provide customers with more detailed information about incoming calls, including caller name, location, and call purpose.
- Enable customers to customize their call treatment preferences based on caller ID information.





3.3 Robocall Reporting and Feedback Mechanisms:

- Establish a user-friendly reporting system for customers to report robocalls they receive.
- Regularly analyze the reported data to identify new robocall trends and improve call filtering and blocking algorithms.



3.4 Dialer configuration

- Apply best practices and restriction rules in order to warranty to be compliant with regulations per state regarding dialing rules:
 - Schedule
 - Time between retries
 - Number of retries
 - Voice mail handling
 - Caller ID
 - Do not call List
 - Time Zones



3.5 Collaboration with Industry Partners:

- Collaborate with other telecommunication companies, industry associations, and law enforcement agencies to share information, best practices, and coordinate efforts to combat robocalls effectively.

3.6 Continuous Improvement and Adaptation:

- Monitor the evolving robocall landscape and adapt mitigation strategies accordingly.
- Invest in research and development to explore new technologies and methodologies for more robust robocall mitigation.

By implementing these activities and mitigation strategies, CLEVER IDEAS aims to comply with FCC regulations, protect our customers from robocalls, and contribute to the overall reduction of

fraudulent calls.

Revision #3

Created 19 September 2023 01:44:50 by Mauricio Coronel

Updated 6 October 2023 18:42:33 by Mauricio Coronel