



Is Your Organization Ready to Be Compliant With Robocall Mitigation as Part of STIR/SHAKEN?

Navigate through our checklist to see where you stand in the wake of FCC guidelines:

- Are you familiar with the new FCC regulations as part of STIR/SHAKEN that have a direct impact on voice service providers?**

All voice service providers are required to meet standards that combat spoofed robocalls - which means organizations face a tremendous amount of research, discussions with software vendors, legal work, and implementation for compliance.

- Is your organization FCC compliant or at least working towards being compliant?**

Anti-Robocalling rules mandate that every Voice Service Provider have a certification appear in the FCC Robocalling Mitigation Database -- or risk being prohibited from making or receiving voice calls.

- Are you aware of the potential 911 call routing fines and civil penalties if a tragedy were to occur?**

The FCC may levy fines up to \$10,000 along with additional civil penalties be assessed to voice service providers that fail to comply with rules requiring 911 call dialing and routing. In one case¹, a jury awarded a civil penalty of \$41 million for wrongful death due to the improper operation of a telephone system with 911.

- Are you aware of the technical requirements placed on Voice Service Providers for legal compliance?**

There are several technical mandates for Voice Service Providers to follow that impact cyber security, call recording, log file and database backups, encryption, and access auditing.

- Did you know that failing to adhere to mandates for rural area call limitations can result in a hefty fine?**

Organizations can be fined over \$19,000 per incident if any call routing limitations affect calls to rural destinations.

- Are you aware that regulations also apply to internet technology?**

Any device that is able to make outgoing calls must be able to complete 911 calls, which includes many audio and video conferencing platforms (Zoom, Webex) and many iPhone and Android apps.



If you answered yes to most of these questions, your organization is well versed on the requirements of STIR/SHAKEN, and ECG can help you take your knowledge a step further to ensure compliance. But if you mostly answered no, you could most definitely benefit from a free consultation. Don't get caught unprepared and risk your outgoing calls getting blocked. Get in touch with ECG today to learn more about how to minimize disruption and ensure compliance.

1. https://www.news-journal.com/news/police/jury-awards-million-in-kari-dunn-wrongful-death-case/article_a723f7af-8c1e-5ff2-9db8-c6da08e10064.html