



Robocall Mitigation

Ritter Communications knows it's annoying to receive unwanted, nuisance calls and even worse to be plagued by suspected illegal robocalls to defraud you of your hard-earned money.

To help reduce the number of suspected illegal calls that may originate from our network, Ritter Communications will implement Clear IP at no additional charge to our customers, effective June 30, 2021.

Ritter Communications uses software provided by TransNexus to monitor its outbound voice traffic in real-time to detect and alert Ritter Communications Support teams to the origination of illegal robocalls. The software provides detailed reporting, identifying suspected illegal robocalls, and alerts if Ritter Communications' network(s) originates any calls in which the calling number is invalid, unallocated, appears in a "Do Not Originate" list in the FCC consumer complaint database, or has a poor reputation score.

In addition, Ritter Communications has implemented STIR/SHAKEN protocols to allow Ritter Communications the ability to identify and potentially block suspected illegal robocalls calls from entering our network and reaching your phone. Ritter Communications is eligible for, and is taking the STIR/SHAKEN implementation extension, received under 47 CFR § 64.6304 because Ritter Communications have fewer than 100,000 voice subscriber lines.

Blocking certain calls entering and exiting our network will help mitigate the universal problem of suspected illegal robocalls and hopefully grant our customers peace of mind to answer when your phone rings.

What do I do if I believe my calls are incorrectly being blocked?

Contact BARS@rittercommunications.com or 1.888.336.4249 to report service interruption. Upon receiving the report, Ritter Communications will review the data and take action as needed. Additional information can be found in the [Ritter Communications Terms & Conditions of Service](#).

What is the definition of a robocall and spoofing?

Robocalls are automated phone calls with prerecorded or artificial voice messages. Many are legal and just simply unwanted calls while others can be illegal as the sole intent is to defraud a party of money.

Spoofing is when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity.

- Spoofing is not always illegal. There are legitimate, legal uses for spoofing. For example, a doctor calls a patient from her personal mobile phone and displays the office number rather than the personal phone number, or a business displays its toll-free call-back number.
- Spoofing is illegal when the caller falsifies the caller ID display information to disguise their identity with the intent to defraud, cause harm or wrongly obtain anything of value.

Fraudulent Calls are calls originating from invalid, unallocated and unassigned telephone numbers, as well as calls originating from inbound-only numbers that should never make outbound calls.



What Robocalls are legal?

- Political calls about candidates running for office - allowed without permission
- Surveys
- Robocalls that are purely informational
- Flight cancellations
- Appointment reminders
- Delayed school openings

Calls from some health care providers. This includes a robocall from a pharmacy reminding you to refill /pick up a prescription. Consumers consent to receive these calls.

Debt collection calls. A business contacting you to collect a debt can use robocalls to reach you. Robocalls that try to sell you services to reduce your debt are illegal and are almost certainly scams.

Charities asking for donations. Charities can make these calls themselves. But if a charity hires someone to make robocalls on its behalf, the robocalls can only go to members of the charity or prior donors. They also must include an automated option to let you stop future calls.

Where can I review your Robocall Mitigation Program?

In compliance with FCC requirements, you can read Ritter Communications Robocall Mitigation Program [here](#).