WASHINGTON, August 7, 2024—The Federal Communications Commission today proposed improvements to its Robocall Mitigation Database that would increase accountability and accuracy among filers, thereby improving use of the database as a tool in the fight against unwanted robocalls. The FCC requires voice service providers to certify in the database that they have implemented caller ID authentication under the STIR/SHAKEN standards and to submit detailed plans to mitigate illegal robocall traffic to protect consumers. Inclusion in the database is a prerequisite to operate as a voice service provider in the United States.

The Robocall Mitigation Database strengthens the FCC’s ability to hold providers accountable for compliance with robocall mitigation rules. Established by the Commission in 2021, the public database facilitates the implementation of STIR/SHAKEN and robocall mitigation rules. All providers are required to certify compliance with STIR/SHAKEN rules and submit robocall mitigation plans in the Robocall Mitigation Database, as well as additional information to assist the Commission with evaluating compliance with its rules.

The FCC’s Robocall Response Team has removed providers from the Robocall Mitigation Database for failing to meet their obligations such as cooperating with robocall investigators and filing detailed plans to mitigate the presence of illegal traffic on their networks. Removal from the database means that all voice service providers and intermediate providers must cease accepting traffic directly from the removed provider.

The Notice of Proposed Rulemaking adopted today looks to further ensure the accuracy of information submitted to the Robocall Mitigation Database by requiring providers to update their Commission Registration System profile within 10 business days of any changes. It seeks comment on requiring providers to use multi-factor authentication when accessing the database and on requiring that they obtain PIN numbers for filing in the database. It also seeks comment on requiring filing fees for Robocall Mitigation Database submissions and on technical solutions to help validate data in the submissions and flag discrepancies. The FCC also proposes establishing a separate base forfeiture amount for submitting false or inaccurate information, and authorizing downstream providers to permissively block traffic by Robocall Mitigation Database filers that have been given notice that their robocall mitigation plans are facially deficient and that fail to correct those deficiencies within 48 hours.

To learn more about caller ID authentication using STIR/SHAKEN standards, visit: https://www.fcc.gov/robocall-mitigation-database.

WC Docket No. 24-213; MD Docket No. 10-234

###

Media Relations: (202) 418-0500 / ASL: (844) 432-2275 / www.fcc.gov

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).