Lumen℠ Voice Robocalling Mitigation Initiative

Lumen is delivering a hassle-free voice network experience.

Lumen is committed to innovative solutions across our Voice calling platform, and it is essential to provide service without robocall hassles. As leaders in the Industry Traceback Group, Lumen helps enforcement agencies apprehend violators through tracing back of suspected robocall traffic. Lumen is developing enhancements to alleviate both business and consumer concerns, providing them with peace of mind that their calling experience will not be lessened due to robocall interruptions. Our tools and resources will focus on the key areas of source authentication and network/consumer screening tools. This will provide enhanced call blocking and caller identification verification, enabling the business or consumer regardless of size or complexity, to avoid unwanted or unlawful calls. This protection will be delivered without any noticeable change to any call quality or transmission.

Benefits

Lumen is deploying the Robocalling initiative in phases, providing the following benefits:

Decreased chance of fraud or loss

- Consumers or businesses will not be misled by fraudulent attempts to obtain sensitive or private information

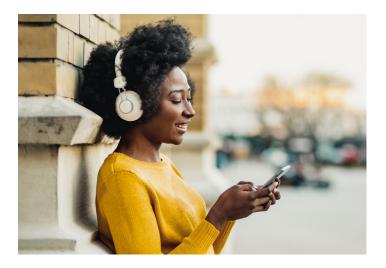**Lessened hassle and downtime from answering Robocalls**

- Staying productive and providing a high customer experience level is enabled via the Lumen initiative

Ensure legitimate calls are not blocked incorrectly

- Businesses and consumers have peace of mind that the calls they need to receive will be delivered

Emerging technologies integrated seamlessly

- Lumen customers will continue to receive latest technology as the platform evolves to stay ahead of the scammers, without any effort or input on their part

" Robocalls are a top consumer complaint as Hiya Analytics estimated over 47.8 billion robocalls were made in 2018. It is estimated that 44% of mobile calls in 2019 were scam calls"

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Technical features and capabilities

Lumen is incorporating technology to meet FCC mandated guidelines and timelines including new industry standards that enable carriers to authenticate and validate caller identity on IP calls. This includes testing to ensure network reliability and quality are maintained through this transition.

The Robocalling capabilities will include:

- Frameworks to reduce the risk of caller ID spoofing
- Deployment of call authentication technology
- Evaluation of additional technology tools to help reduce unwanted and unlawful calls
- Continual project planning to ensure FCC mandate compliance by 2021 guidelines

About Lumen

Lumen is actively deploying resources and technology to combat Robocalling. This provides voice customers a next-generation experience that provides peace of mind and protection from unwanted and potentially detrimental phone calls. This embedded feature will continue to evolve as Lumen develops new technologies ensuring our legacy as a trusted provider.

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