



Robocall Mitigation Program Description

Filing Classification: Internet Protocol Enabled Services

STIR/SHAKEN Status: STIR/SHAKEN Implementation

1. Customer Vetting

Your Voice Global Technologies Corp performs a comprehensive vetting process prior to onboarding any new customer. This includes:

- Collecting valid business identification (e.g., Articles of Incorporation, Dun & Bradstreet search, Commercial Credit Report)
- Verifying contact information, business address, and Principals if necessary
- Reviewing the customer's use-case to ensure compliance with U.S. telecom regulations
- Conducting periodic re-verification of active customers randomly or when new services requested

We do not support anonymous or mass robocall campaign clients in the U.S.

2. Robocall Mitigation Procedures

Although we do not currently implement our own STIR/SHAKEN authentication, we rely on our upstream SIP provider who performs full STIR/SHAKEN signing on all U.S.-bound traffic.

We are in the process of obtaining our own signing certificate.

We also implement the following measures:

- Traffic monitoring for abnormal patterns (high call volume bursts, short-duration calls, high ASR failure)
- Rate limiting on SIP trunks to reduce the risk of abuse
- Manual audits and automated triggers for suspicious activity

3. Traceback and Enforcement

Your Voice Global Technologies Corp is committed to:

- Fully cooperating with traceback requests from the FCC, USTelecom's Industry Traceback Group (ITG), and law enforcement
- Responding to all valid traceback requests within 24 hours
- Immediately suspending or terminating any customer accounts found to be originating illegal robocalls

4. Summary

We are committed to preventing the use of our services for illegal robocall traffic. While STIR/SHAKEN implementation is presently handled by our upstream carrier, we actively monitor and mitigate suspicious call patterns and enforce strict account controls.