



UniVoxx
PO Box 684
Birmingham, MI 48012

Robocall Mitigation Federal Communications Commission Program Description Update - March 30th, 2022

To Whom It May Concern:

UniVoxx has implemented a strict framework of acceptable usage, which limits nefarious activities across our calling platform for origination and termination.

All calls outside our network are transited through carriers which provide a SHAKEN/STIR validation result. Any inbound call which fails attestation is rate limited and the CNAM is prepended with 'SPAM'.

All calls from our platform are transited through specific carriers that pass a valid identity header with other provides having the ability to receive and validate the call attestation.

In addition to inbound/outbound SHAKEN/STIR validation, we have implemented additional safeguards for our platform, which also serve to prevent malicious calling activity. Some of these tactics include, but are not limited to:

- Randomly generated SIP credentials to limit platform exposure.
- Automatic device provisioning so that end-users/customers are unable to obtain SIP credentials.
- Validating and forcing outbound rewrites from outbound call attempts (validate the user has permission to the SIP invite caller id number).
- Strict firewall rules and rate-limiting to prevent potentially malicious usage, like IP blocks for: malicious user agents, failed SIP authentication attempts, invalid authentication request patterns, and rate limiting.
- UniVoxx logs the duration and various call metrics for every call and maintains internal dashboards and alerts for many scenarios that could clarify any anomalous traffic.
- While UniVoxx has not directly implemented STIR/SHAKEN, all non-internal (i.e., outside a local customer user-space like extension-to-extension) calls are validated and enforced by our wholesale carrier partners.
- UniVoxx validates that the outbound caller id number is permitted for the individual user and customer when making an outbound call.

UniVoxx will promptly respond to any reports [mailto:robomitigation@univoxx.com] of spam, fraud, or robocalling on our platform.

Sincerely,
William Frenkel