

Axvoice Inc. Robocall Mitigation Plan

STIR/SHAKEN Small Provider Extension 47 CFR § 64.6304

Axvoice Inc. is a small interconnected VoIP service provider with less than 10,000 subscribers and meets the requirements for an extension of the requirement to fully implement STIR/SHAKEN until 2023 as provided in 47 CFR § 64.6304. We are actively exploring various SHAKEN/STIR options with third-party vendors and with our upstream carriers.

Axvoice Inc. has implemented a Robocall Mitigation Plan as outlined here in an attempt to prevent robocalls and unlawful/illegal calls on our network.

Monitoring and Enforcement

Axvoice Inc. does not permit robocalling or automatic high-volume calling on our network. If we detect this type of activity, we suspend the account in question.

All customers must agree to this in our Acceptable Use Policy and Terms of Service when ordering service. We have both automated processes in place to flag robocalling or suspicious calls and manual review processes.

Number Spoofing

By default, all calls placed from a Axvoice account must use the Axvoice assigned telephone number as the outbound from number.

In some cases, Axvoice offers some features that may allow for the Caller ID number to be set as an external number. In these cases, we verify ownership of the external number before it can be used. This verification is typically by SMS.

Traceback and Cooperation

Axvoice Inc. is committed to and always has cooperating with the Commission, any law enforcement agencies or courts, and the industry traceback consortium in investigating, tracing and sharing information in an effort to stop and prevent robocalls.

Know Your Customer

We validate customer billing and address information using both an automated scoring system and manual verification when required.

We also flag orders from IP addresses originating from VPNs and similar services for manual review.