

Executive summary

Headquartered in Norwich (England), VoiceHost Limited (“VoiceHost”) is a UK based fixed telecommunication operator that provides both data and voice services for business and residential customers.

VoiceHost is committed to fight fraudulent voice traffic, especially from illegal robocalls. As part of the VoiceHost submission to the Robocall Mitigation Database, this document describes :

- VoiceHost’s commitment to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the Consortium, and to cooperate with such
- entities in investigating and stopping any illegal robocalls ;
- VoiceHost’s policies to screen new customers ;
- VoiceHost’s enforced contractual terms which aim to prevent the use of VoiceHost’s services for any fraudulent or unlawful purposes ;
- VoiceHost’s technical controls to detect and block fraudulent traffic, including illegal robocalls ; and
- VoiceHost’s industry-level efforts to fight fraud and illegal calls, including robocalls.

Collaboration with the Commission and authorities

VoiceHost is committed to responding fully and in a timely manner to all traceback requests from the Commission, civil and criminal law enforcement, and the USTelecom’s Industry Traceback Group (i.e. the Consortium). VoiceHost is committed as well to cooperate with such entities in their investigation and will provide the required help to stop illegal robocallers from using its service in a fraudulent manner. VoiceHost’s anti-fraud team will coordinate VoiceHost’s response to traceback requests from the Commission, civil and criminal law enforcement, and the Consortium.

VoiceHost is committed to take steps to effectively mitigate illegal traffic when it receives a written notice of such traffic from the Commission. VoiceHost will promptly report the results of its investigation to the Enforcement Bureau, including steps taken to effectively mitigate the identified traffic if it proves to be fraudulent or illegal.

Screening new customers

VoiceHost has established and implemented comprehensive policies to know its customers before providing any service. Such measures are constantly reviewed and improved to prevent a situation in which VoiceHost’s services are being used to generate any illegal or fraudulent traffic. When onboarding a new customer, to the best of its abilities, VoiceHost diligently considers public notices and official communications from regulatory authorities and law enforcement agencies that concern the potential customer.

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VH-004	Public	1.0	Oct 2021	

General terms and conditions

VoiceHost's contractual terms allow it to enforce actions against customers that generate illegal or fraudulent traffic. VoiceHost's current general terms and conditions prohibit the use of VoiceHost's services for any fraudulent or unlawful purposes. If VoiceHost reasonably suspects that any of its services is being used for fraudulent or unlawful purposes, VoiceHost reserves the right to suspend or terminate such service. VoiceHost has a zero-tolerance stance on breaches of nuisance calling policy and legislation

Controls on voice traffic

VoiceHost has its own fraud management system to automatically detect voice frauds via Call Detail Records (CDRs) analysis. The Voice Anti-Fraud Operational team takes all the necessary measures to block fraudulent traffic including illegitimate robocalls, spams calls and calls with spoofed CLI. VoiceHost is permanently investing to improve its fraud-detection capabilities and the time to react to be near real time. Furthermore, VoiceHost is proactively collaborating on a regular basis with other service providers and interconnection partners across the globe to detect and block fraudulent traffic. VoiceHost's initiatives to fight fraud and illegal calls

VoiceHost has also implemented the main tools, processes, resources and contractual terms to meet its commitments to fight against fraud.

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