

Robocall Mitigation Plan for Voxpresso

1. Company Overview Voxpresso is a VoIP service provider specializing in SIP trunking, voice termination, PBX systems, auto dialers, Direct Inward Dialing (DIDs), and SMS services. Voxpresso serves retail customers, small businesses, and medium enterprises, ensuring high-quality voice traffic with reliable connectivity solutions.

2. STIR/SHAKEN Implementation Voxpresso has partially implemented the STIR/SHAKEN caller ID authentication framework across its IP-based voice network. This ensures that the caller ID information is verified for calls originating from and terminating on IP-based systems. Voxpresso is actively working toward full implementation to comply with FCC regulations and enhance call integrity.

3. Mitigation Techniques for Non-IP Traffic For non-IP traffic or calls that cannot be authenticated using STIR/SHAKEN, Voxpresso employs the following robocall mitigation techniques:

- **Call Pattern Analysis:** Real-time monitoring of call patterns to identify unusual or suspicious activity indicative of illegal robocalls.
- **Blacklist Maintenance:** Maintaining and updating a blacklist of known fraudulent numbers and illegal robocall sources.
- **Traffic Filtering:** Using advanced algorithms to filter and block traffic identified as potential robocalls.
- **Complaint Handling:** Responding promptly to robocall complaints received from customers or regulatory bodies, investigating the source, and taking necessary action.

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Third-Party Verification Services: Partnering with industry-leading third-party services that provide databases of known robocallers and automated systems for robocall detection.

4. Monitoring and Reporting Voxpresso continuously monitors its network for signs of robocall activity. Any unusual call patterns or high-volume call events are flagged for investigation by our technical team. If illegal robocall activity is detected, appropriate measures are taken, including blocking the source and updating our blacklist.

Additionally, Voxpresso maintains detailed call logs and records for auditing and reporting purposes, ensuring transparency in its robocall mitigation efforts.

5. Customer Communication Voxpresso educates its customers about illegal robocalls and encourages them to report any suspicious calls. Customers can contact our support team via phone or email to report issues, and Voxpresso will take immediate action to investigate and resolve complaints.

6. Point of Contact The following individual is designated as the point of contact for robocall mitigation inquiries and FCC communications:

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Name: Talha Mahmood

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Title: Mr

- **Email:** noc@voxpesso.com

- **Phone:** 816-258-7876

7. Certification Voxpresso certifies that it has implemented a robocall mitigation program and is actively working toward full compliance with the FCC's STIR/SHAKEN framework for IP-based traffic. Voxpresso is committed to preventing illegal robocalls and ensuring the integrity of its voice services.

This document serves as the official robocall mitigation plan for Voxpresso, submitted to the FCC's Robocall Mitigation Database as part of our compliance with regulatory requirements.

Date: 05/Jan/2025

Signed by: Talha