

Voxium LLC

Robocall Mitigation Plan 2025

Overview

Voxium LLC is uniquely equipped to prevent illegal robocalling activities on its platform. Our services are tailored for customers primarily using inbound and outbound contact center solutions. Additionally, Voxium LLC only serves customers who purchase our solutions, enabling us to maintain accurate and verified records of their company name, location, and contact details. With full access and control over our platform, we can promptly disable customer trunks or revoke platform access if illegal robocalling is detected. Furthermore, Voxium LLC has established contractual agreements with carrier partners for call signing and collaborates with STIR/SHAKEN technology providers to ensure secure and authenticated communications.

Customer Verification

All customers undergo rigorous vetting during the onboarding process. This includes verifying the legitimacy of the business entity entering into an agreement to use the platform.

Monitoring Outbound Traffic

Voxium LLC actively monitors call traffic, alongside our carrier partners, to identify suspicious patterns. When potential fraud or illegal calling is detected, carrier partners notify us, allowing our teams to investigate and take necessary action to block or permit these calls.

Handling Suspicious Traffic and Call Tracing

Our system provides comprehensive traceability for every call on our network, linking calls to specific customers or individual users. This is achieved through detailed logging of user activity, originating IP addresses, and call records. Additionally, our telecommunications operations personnel receive alerts about unusual traffic patterns, ensuring swift investigation and resolution.

Response to Traceback Requests

Our telecommunications operations team is available to respond promptly to traceback requests from the FCC. This dedicated team manages and maintains our telecommunications infrastructure, ensuring compliance and cooperation with regulatory authorities.

Contractual Obligations

Voxium LLC requires all customers to adhere to applicable legal and regulatory frameworks, including telemarketing legislation. A key clause in our customer agreements mandates compliance with all FCC regulations, stating:

"Voxium LLC provides telephone numbers for inbound and outbound use by end users. These numbers are assigned to the customer or their IP address. Voxium LLC assumes customers comply with industry-specific laws and all FCC regulations."

Partner Solutions and Call Signing

Voxium LLC collaborates with carrier partners for call signing and partners with STIR/SHAKEN technology providers. Customers may also choose to participate in centralized number registration databases to enhance transparency and security.

Call Blocking and Blacklisting

Voxium LLC can block incoming traffic and blacklist telephone numbers upon request, providing an additional layer of protection.

Collaboration with State Attorneys General

Our legal and telecommunications teams actively engage with State Attorneys General to address recognized scams and combat illegal robocalling practices.

2025 Updates

Voxium LLC provides DID and toll-free numbers, as well as inbound and outbound calling services, exclusively to customers using our platform. We do not sell services to non- customers. Our upstream providers currently handle call signing on our behalf. To date, Voxium LLC has received one traceback request, which was promptly addressed and found to involve legitimate calling activity.

Summary

Voxium LLC has implemented robust measures to minimize the risk of illegal robocalling on its network. By restricting services to platform users, monitoring traffic for suspicious patterns, and ensuring readiness to respond to traceback requests, we prioritize compliance and security. Our partnerships with carrier networks and STIR/SHAKEN providers further reinforce our commitment to maintaining a secure and trusted telecommunications environment.