



Robocall Mitigation Program

VOXSTROM LLC (FRN: 0036752384) is a U.S.-based voice service provider committed to preventing illegal robocalls and unlawful calling activity on its network. This Robocall Mitigation Plan describes the procedures, controls, and policies that VOXSTROM LLC has implemented in accordance with 47 CFR § 64.6305 and the TRACED Act.

VOXSTROM LLC operates fraud detection and monitoring controls on its switching infrastructure to identify suspected illegal robocalls or calls using invalid or unallocated numbers. When such activity is detected:

- The suspected calls are blocked.
- An internal investigation is initiated to determine the source and nature of the traffic.
- If the originating customer is found to be responsible for illegal robocall activity, a formal notice is issued requiring immediate cessation.
- Where warranted, the customer's service is suspended or terminated.

Traceback Policy

VOXSTROM LLC promptly responds to traceback requests from the FCC, law enforcement agencies, and the registered traceback consortium (Industry Traceback Group / ITG).

Acknowledgment: Traceback notices are acknowledged within one (1) business day of receipt.

Substantive Response: Complete responses are provided as promptly as the available information permits, and in all cases within twenty-four (24) hours or such other timeframe as specified by the requesting party.

Cooperation: VOXSTROM LLC fully cooperates with the FCC, ITG, and law enforcement agencies to help trace and prevent illegal robocall activity, and provides all information lawfully available to support such investigations.

STIR/SHAKEN Implementation

VOXSTROM LLC has implemented the STIR/SHAKEN caller authentication framework on its network. The Company holds active certificates issued by an approved STI Certification Authority and signs SIP-based outbound traffic with appropriate attestation levels based on its knowledge of the calling party and the calling number.

All outbound calls are subject to a caller ID verification process. If a customer intends to use a caller ID not assigned by VOXSTROM LLC, the number must be verified as authorized for the customer's use before it may be used to originate traffic. Unverified numbers are blocked.

VOXSTROM LLC maintains ongoing engagement with its certificate authority to ensure proper operation of its signing infrastructure and certificate chain validation.

Mitigation and Know Your Customer (KYC)

VOXSTROM LLC enforces a strict Know Your Customer policy designed to verify the legitimacy of all customers before service activation and to monitor customer activity throughout the relationship.

Required Customer Documentation

Before activating service, every customer must complete the following:

- Executed Master Service Agreement including TCPA and Do Not Call compliance obligations
- Signed Legitimate Traffic Disclaimer and Acceptable Use Policy acknowledgment
- Completed KYC questionnaire describing business operations and intended traffic
- Company Registration Certificate or equivalent business formation document
- Proof of physical business address (utility bill, lease, or government-issued document)
- Government-issued identification of an authorized signatory or company director (e.g., passport)
- Federal Tax Identification Number (EIN) where applicable
- FCC Form 499 Filer ID, where applicable
- Robocall Mitigation Database listing verification, where applicable

Customer Verification and Onboarding

VOXSTROM LLC reviews all submitted documentation before service activation and may request additional information where appropriate. Customer information is verified against the documentation provided, and discrepancies must be resolved before service begins.

Customer Monitoring and Termination

VOXSTROM LLC monitors customer traffic and reserves the right to suspend or terminate any customer for the following reasons:

- Receipt of a traceback indicating illegal or abusive calling activity
- Pattern of consumer complaints related to the customer's traffic
- Material misrepresentation of business activity during onboarding
- Failure to maintain valid consent documentation for outbound campaigns
- Violations of TCPA, Do Not Call regulations, or other applicable laws

- Breach of the Master Service Agreement or Acceptable Use Policy

Traffic Filtering Measures

Each client trunk on the VOXSTROM LLC network is protected by multiple fraud and compliance filters:

- **Do Not Call (DNC) Compliance:** Customers conducting outbound telemarketing are contractually required to scrub their calling lists against the Federal Do Not Call Registry.
- **Do Not Originate (DNO) Filtering:** Calls from numbers on the FCC Do Not Originate list are blocked.
- **ANI Filtering:** Automatic Number Identification is validated against assigned and verified ranges.
- **DNIS Validation:** Destination number validation is performed to block calls to invalid or restricted destinations.
- **Wireless ANI Restrictions:** Use of wireless numbers as outbound calling line identification is restricted unless properly authorized.
- **Neighborhood Spoofing Patterns:** Calling patterns consistent with neighborhood spoofing are flagged for review.
- **Invalid and Unallocated Number Blocking:** Calls using unallocated, invalid, or non-dialable numbers are blocked.
- **Reputation-Based Signals:** Suspected spam caller ID indicators are reviewed and acted upon.

Record Retention

VOXSTROM LLC retains the following records for a minimum of two (2) years, or longer where required by applicable law:

- Customer KYC documentation and onboarding records
- Master Service Agreements and Acceptable Use Policy acknowledgments
- Call Detail Records (CDRs) for traffic traversing the VOXSTROM LLC network
- Traceback notifications and responses
- Complaint records and investigation outcomes
- Customer suspension and termination notices

Material Change Update Commitment

In accordance with 47 CFR § 64.6305, VOXSTROM LLC commits to updating its Robocall Mitigation Database certification and this Robocall Mitigation Plan within ten (10) business days of any material change to the information contained herein, including but not limited to:

- Changes in company legal name, ownership, address, or contact information

- Material changes in STIR/SHAKEN implementation status
- Material changes to the mitigation procedures described in this Plan
- Changes in the designated authorized representative or certifying official
- Material changes in the categories of services offered or customer base composition

VOXSTROM LLC further commits to annual review and recertification of this Plan as required by FCC regulations.

Authorized Contact for Tracebacks and Compliance

Authorized Representative:	Khizar Hayat
Title:	Owner, VOXSTROM LLC
Email:	khizarhayat8559@gmail.com
FRN:	0036752384

Commitment Statement

VOXSTROM LLC is committed to maintaining a secure voice network and upholding industry best practices. We maintain a zero-tolerance policy toward illegal robocalling activity originating through our network. VOXSTROM LLC will continue to invest in its compliance infrastructure, review and enhance its mitigation procedures, and cooperate fully with the FCC, the Industry Traceback Group, and law enforcement agencies in their efforts to combat illegal calling and protect American consumers.

Certification

I, Khizar Hayat, in my capacity as Owner and authorized representative of VOXSTROM LLC, certify under penalty of perjury that the information set forth in this Robocall Mitigation Plan is true and accurate to the best of my knowledge and belief, and that VOXSTROM LLC has implemented the procedures described herein.

Signature:



Name:	Khizar Hayat
Title:	Owner, VOXSTROM LLC
Date:	May 14, 2026
FRN:	0036752384