

Robocall Mitigation Program Description

Company Name: Vox Inc.

Address: 7309 E 21st St N, Suite G40, Wichita, KS 67206

Contact: Nick Nguyen, Managing Member

Phone: 316-500-3950

Program Description:

Vox Inc. is committed to mitigating illegal robocalls and complying fully with FCC regulations, including the STIR/SHAKEN framework. The following measures outline our comprehensive approach to robocall mitigation:

1. STIR/SHAKEN Compliance:

- Vox Inc. fully implements the STIR/SHAKEN caller ID authentication framework, ensuring calls originating on our network are properly authenticated.

2. Customer Vetting and Monitoring:

- Thorough verification and vetting processes for all new customers.
- Regular monitoring of call traffic for unusual activity indicative of robocalling.

3. Call Traffic Monitoring:

- Automated systems monitor call patterns and volumes continuously.
- Immediate alerts for irregular call patterns, with protocols for investigation and action.

4. Incident Response Procedures:

- Clear internal procedures for quickly addressing detected or reported illegal robocalling.
- Rapid suspension or termination of service for customers found responsible for illegal robocalls.

5. Employee Training:

- Mandatory periodic training for all relevant employees on robocall identification, prevention strategies, and compliance with FCC requirements.

6. Customer Education:

- Informing and educating customers about FCC regulations and robocall mitigation best practices.

7. Reporting and Cooperation:

- Prompt cooperation with FCC requests or inquiries regarding robocall mitigation.
- Regular reviews and updates of mitigation practices to enhance effectiveness.

By implementing these comprehensive measures, Vox Inc. demonstrates its commitment to actively preventing illegal robocalls and ensuring the integrity and security of telecommunications networks.