

Robocall Mitigation Program Description for Joseph Stacy dba TaxHelpGuy.com

Legal Name of Provider: Joseph Stacy

DBA Name: TaxHelpGuy.com

FCCFRN: 0037217833

FCC499: Pending, exempt via de minimis presently

Type of Provider: Voice Service Provider

Upload Date: 07/04/2025

(i) STIR/SHAKEN Implementation Status and Exemption Explanation

TaxHelpGuy.com does not currently implement the STIR/SHAKEN caller ID authentication framework. The provider qualifies for an **extension under 47 CFR § 64.6304(a)(2)** because it **lacks the technical control over the network infrastructure necessary to deploy STIR/SHAKEN**, as it **relies on upstream wholesale VoIP providers** for call origination and termination.

The service operates as a **non-facilities-based VoIP platform**, reselling or layering intelligent services (e.g., AI-enhanced SMS and voice communication) on top of wholesale carrier networks. These upstream carriers manage the SIP signaling, routing, and gateway infrastructure, preventing TaxHelpGuy.com from independently signing SIP calls or directly accessing STIR/SHAKEN credentialing systems.

(ii) Robocall Mitigation Program and Compliance with 47 CFR § 64.1200(n)(4)

TaxHelpGuy.com has implemented a **comprehensive robocall mitigation program** to prevent the origination of illegal robocalls and fully complies with the **Know Your Customer (KYC)** requirements of **47 CFR § 64.1200(n)(4)**. The following mitigation measures are in place:

Know Your Customer (KYC)

- All clients must complete identity verification using valid government-issued photo ID or business entity documentation (e.g., EIN or corporate filing).
- Customers must provide a description of intended service usage (marketing, C2C, translation).
- A client's business model, traffic type (SMS vs. VoIP), and expected call volume are assessed and documented prior to activation.

Know Your Upstream Providers

- TaxHelpGuy.com maintains service only with **reputable wholesale SIP trunk and VoIP carriers** who are certified in the FCC Robocall Mitigation Database.
- Contracts include terms that prohibit illegal robocalling and mandate traceback cooperation.

Traffic Analytics and Call Monitoring

- Active monitoring of outbound call traffic includes:
 - Alerts on short-duration or high-frequency call patterns;
 - Automatic rate-limiting and call blocking for suspicious traffic;
 - Manual review and suspension of flagged accounts.

Third-Party Services

- At this time, TaxHelpGuy.com does not contract with a third-party analytics vendor but utilizes in-house analytic tools and open-source traffic behavior detection.

Consumer Protection

- All SMS and VoIP services are strictly **opt-in** and include:
 - Double opt-in for SMS campaigns;
 - Caller ID transparency;
 - Easy opt-out mechanisms in each message or interaction.

(iii) Traceback Cooperation Commitment

TaxHelpGuy.com fully commits to:

- Responding to all traceback requests from the **FCC, law enforcement, or the USTelecom Industry Traceback Group within 24 hours**;
- Cooperating in all traceback investigations to help identify and stop illegal robocallers;
- Suspending and, if necessary, terminating any customer account determined to be involved in illegal robocall activity.

(iv) Prior Investigations or Enforcement Actions

Neither TaxHelpGuy.com nor any affiliated entity under common ownership, management, or control has been the subject of:

- Any **formal action, enforcement proceeding, or investigation** by the FCC, any state or federal regulatory body, or law enforcement in the past two years;
- Any **finding of wrongdoing**, including transmitting or facilitating illegal robocalls or spoofing;
- Any prior filing that has been found deficient in the FCC Robocall Mitigation Database.

Contact Information:

Robocall Compliance Officer:

Joseph Stacy

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