

VOXSTARA

Robocall Mitigation Plan

Support Contact

1-855-200-1327

Address

1344 Disc Dr, Sparks, NV 89436-0684, United States

Primary Contact

Andrew Ruggiero

Email

support@voxstara.com

I. Background

The Federal Communications Commission ("FCC" or "Commission") requires voice service providers, including Voxstara, to file certifications and robocall mitigation plans in the FCC's Robocall Mitigation Database (RMD), per 47 CFR § 64.6305. This includes confirming whether STIR/SHAKEN authentication is in place and outlining how all originated, carried, or processed calls are subject to a mitigation program. Voxstara's plan includes a commitment to respond to traceback requests within 24 hours and cooperate with enforcement efforts to prevent the origination of illegal robocalls.

II. Voxstara's Focus and Risk Mitigation

Voxstara's mitigation strategy focuses on violations under: - 47 U.S.C. § 227(b): Unlawful use of autodialers or prerecorded messages. - 47 U.S.C. § 227(e): The Truth in Caller ID Act, prohibiting falsified caller ID information for malicious intent. Voxstara's system: - Does not allow generation of random telephone numbers. - Requires manual input of dialed numbers. - Does not support prerecorded/artificial voice calls. - Only permits use of assigned outbound caller IDs.

III. Know Your Customer (KYC) Standards

Voxstara offers UCaaS and voice services to businesses, especially those in contact-center sectors. Our KYC process includes: - Manual onboarding with live personnel. - Verification of business name, contact information, incorporation documents, and identity of key personnel. - A thorough use-case questionnaire to assess compliance risk. - For carrier customers: FCC registration, 499 filer ID, and RMD record checks.

IV. Acceptable Use Policy (AUP)

All Voxstara clients agree to our AUP, which prohibits: - Fraudulent, misleading, or illegal communications. - Violations of telemarketing and electronic communications laws (e.g., TCPA, FTC Act, CAN-SPAM). - Unsolicited advertising or abusive messaging. - Caller ID spoofing or false identity creation. Violations may lead to immediate service suspension or termination.

V. STIR/SHAKEN Compliance and Caller ID Authorization

Voxstara has fully implemented STIR/SHAKEN. For intermediate services, only authenticated traffic is accepted. Clients can only use caller IDs that are: - Assigned by Voxstara. - Verified and documented. Caller ID manipulation is grounds for warnings or service termination upon repeated violations.

VI. Network Monitoring and Analytics

Voxstara applies real-time traffic monitoring to detect potential misuse: - Per-second and session call limits. - Analysis of call metadata, completion rates, and platform activity. - Immediate investigation upon traceback requests, complaints, or subpoenas. - Cooperation with upstream providers for suspected traffic violations. We employ tools like Somos DNO, TMS Call Guardian, and RRAPTOR to ensure robust mitigation.

VII. Commitment to Compliance

Voxstara pledges to: - Respond to all traceback or law enforcement requests within 24 hours. - Cooperate fully with regulatory bodies to investigate and eliminate illegal traffic. - Allocate necessary resources for timely action and monitoring.