



VOYCED

The European VoIP provider with a Global reach

September 2025

To whom it may concern

Voyced Robocall Mitigation Statement for US-bound traffic

Voyced supports the fight against scam and nuisance calls.
We run a clear, practical program to reduce robocalls and protect end users.

Who we are

- Voyced Limited is a UK-based, B2B provider of Business VoIP solutions
- We serve companies only, not consumers
- We route calls worldwide through vetted carrier partners

Scope

This letter covers calls that start on Voyced and are delivered to the United States.

Our controls at a glance

- Strong customer vetting before any traffic goes live
- Strict Caller ID rules and proof of right-to-use
- Real-time traffic monitoring and alerting
- Fast response to traceback and complaints
- Clear sanctions for any breach, up to account closure

Customer vetting

- We verify the customer's company details and identity
- We record the intended use of our services
- We require proof that the customer owns or may lawfully use each Caller ID
- We block high-risk use cases by default unless fully justified and approved

Caller ID policy

- All Caller IDs must be valid, in E.164 format, and in use by the customer
- We forbid spoofing, neighbour spoofing, and random CLI rotation
- We block malformed, unallocated, and known high-risk number ranges
- We can request fresh proof of right-to-use at any time and on short notice

Network and routing

- We pass US traffic only through carrier partners that have been vetted
- Our partners apply their own robocall controls and, where applicable, STIR/SHAKEN on eligible traffic
- We honour all lawful blocking requests from our US partners



VOYCED

The European VoIP provider with a Global reach

Monitoring and detection

- We watch for patterns linked to robocalls, such as:
 1. Unusual answer-seizure ratios
 2. Spikes in calls per second
 3. High volumes of very short calls
 4. Abnormal destination spread or dialling sequences
- We set rate limits per account and per route
- We place new or higher-risk customers under tighter limits

Complaints, traceback, and cooperation

- We respond promptly to traceback requests, normally within one business day
- We investigate all complaints with priority
- We share relevant call details with partners and authorities, where lawful
- We keep the outcome on file and apply lessons learned to future checks

Enforcement process

- First breach or credible risk:
 1. Immediate restriction or temporary block of the affected traffic
 2. Request for documents within 24 hours, such as proof of number rights and use case
- If no adequate proof arrives on time:
 1. Full suspension of the account and related services
- If abuse is confirmed or proof remains inadequate:
 1. Termination of services and notice to partners where needed
- If reinstated:
 1. The account enters enhanced monitoring
 2. Any repeat issue triggers faster and longer suspension

Records and privacy

- We retain relevant onboarding data and call records for investigation purposes
- We handle all personal data in line with UK GDPR and other applicable laws

Continuous improvement

- We review our controls regularly with our carriers
- We update limits, rules, and blocking lists as new threats emerge

Contact

Compliance Team
Voyced Limited
www.voyced.eu

About Voyced Limited

Voyced is a B2B supplier of Business VoIP solutions. We focus on clear quality, fair pricing, and responsible use of telephony services.