

VoxGuard LLC

FCC FRN: 0037675345

Website: <https://vox-guard.com>

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Filing Category: *Voice Service Provider Without a STIR/SHAKEN Obligation*

Business Type: *Non-Facilities-Based VoIP Service Provider*

Date: 11/28/2025

1. Company Overview

VoxGuard, LLC provides a cloud-based call management and screening platform. When a caller dials a user's personal telephone number, the user may choose to forward the call to our service based on settings, primarily used for screening unknown phone numbers. Our platform screens the call, using prerecorded IVR prompts, and then completes the call by redirecting it via SIP REFER or 302 to the user's designated destination number.

All traffic handled by our platform is **human-initiated** by callers dialing the user's own telephone number.

We do **not** originate any automated, unsolicited, or outbound mass-calling campaigns.

VoxGuard, LLC does **not** operate its own PSTN interconnect or STIR/SHAKEN authentication framework.

All outbound PSTN calls are delivered to our upstream carrier, which performs full STIR/SHAKEN authentication and signing.

2. STIR/SHAKEN Exemption Under 47 CFR § 64.6301(a)

The STIR/SHAKEN implementation requirement under **47 CFR § 64.6301(a)** applies only to providers that originate SIP calls on their own network and authenticate them before handing them off to the next carrier.

VoxGuard, LLC is a **non-facilities-based VoIP provider**.

We do not originate PSTN calls over our own network and do not perform STIR/SHAKEN signing.

All PSTN-bound calls are passed to carrier for termination and authentication.

Therefore, we are correctly filing under the category:

“Voice Service Provider Without a STIR/SHAKEN Obligation.”

3. Robocall Mitigation Program

VoxGuard, LLC maintains a comprehensive robocall mitigation program designed to prevent illegal robocall traffic from being originated, facilitated, or passed through our service.

3.1 User Authentication and Vetting

- All customers must register and verify their identity via carrier phone number and email.
- Accounts exhibiting high-risk activity may require enhanced verification.
- Anonymous or unverified usage is not allowed.

3.2 Permitted and Prohibited Uses

We **prohibit** the use of our service to originate:

- Illegal or unsolicited outbound artificial or prerecorded voice messages
- Automated outbound calling campaigns
- Predictive/auto-dialer traffic
- Caller ID spoofing or fraud
- Scams, phishing, or any unlawful calling activity

However, we **allow** and support:

- **Inbound caller-initiated IVR prompts**
- **Call-screening announcements**
- **User-directed call routing**
- **Prerecorded messages played only after a caller dials a user's own telephone number**

This clarification ensures compliance while accurately reflecting our platform's behavior.

3.3 Traffic Monitoring and Anomaly Detection

We monitor usage continuously for:

- High-volume spikes

- Rapid repetitive calling
- Abnormal destination patterns
- Short-duration anomalies
- Suspicious routing behavior

If suspicious traffic is detected, it is triggered for review.

3.4 Enforcement and Abuse Handling

If a customer violates our Terms of Service or generates traffic indicative of unlawful robocalling:

- The account is immediately suspended
- Traffic is investigated
- Upstream carriers are notified if necessary
- Accounts may be permanently terminated

3.5 Traceback Cooperation

As required by the FCC, VoxGuard, LLC commits to:

- Responding to traceback requests within 24 hours
- Fully cooperating with the Industry Traceback Group (ITG), law enforcement, and regulators
- Providing call logs and details when needed
- Implementing additional mitigation steps if a traceback identifies problematic activity

4. Statement of Compliance

VoxGuard, LLC certifies that:

1. We take reasonable steps to prevent the origination of illegal robocalls.
2. We maintain a robust robocall mitigation program appropriate to the nature of our service.
3. We will cooperate fully with law enforcement, the FCC, and the ITG.

4. We will respond to any traceback request within 24 hours.
 5. We enforce an immediate termination policy for any customer who uses our service to originate illegal traffic.
 6. All outbound PSTN calls are delivered to our upstream carrier, which performs full STIR/SHAKEN authentication on our behalf.
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5. Certification

I certify that the statements in this document are true, accurate, and complete to the best of my knowledge.

Signature: Mihai Ban

Name: Mihai Ban

Title: Owner

Date: 11/28/2025