

Robocall Mitigation Program Description

VoIPx3

VoIPx3 maintains a robocall mitigation program consistent with 47 CFR § 64.6305 and applicable FCC guidance. VoIPx3 does not operate its own IP-based voice network for call origination and relies on upstream voice service providers for call routing, caller ID authentication, and STIR/SHAKEN implementation.

VoIPx3 takes reasonable steps to avoid originating illegal robocall traffic, including monitoring customer usage patterns for anomalous or high-risk calling behavior, enforcing acceptable use policies that prohibit illegal robocalling, and taking corrective action when suspicious activity is identified. Such actions may include warning customers, suspending service, or terminating accounts as appropriate.

Caller ID authentication and network-level robocall mitigation are performed by upstream voice service providers that have implemented STIR/SHAKEN on their networks. VoIPx3 coordinates with these providers as needed to address suspected illegal robocall activity.

VoIPx3 commits to responding fully and within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement, and the industry traceback consortium, and to cooperating with such entities in investigating and stopping any illegal robocallers that may attempt to use its services.

This robocall mitigation program is reviewed periodically and updated as necessary to remain consistent with FCC rules and industry best practices.