

1. Company & Network Overview

Yaxxa provides cloud-based contact centre, dialer, and VoIP-related services to business customers. These services support outbound and inbound voice calling, call routing, campaign management, and analytics.

Calls enter the Yaxxa network via customer-connected SIP trunks, hosted PBX platforms, and upstream wholesale voice providers. Calls exit the network through authorized downstream carriers for termination to the public switched telephone network (PSTN), including calls destined for the United States.

Yaxxa functions as an originating and intermediate service provider. It originates calls on behalf of authorized customers and processes call traffic transiting its network prior to termination by downstream carriers. Yaxxa does not provide end-user residential voice services.

2. STIR/SHAKEN Status

Yaxxa has implemented STIR/SHAKEN authentication on a portion of its network. Calls traversing those segments are compliant with 47 CFR § 64.6302(c).

Other call paths rely on upstream authentication and downstream verification while full STIR/SHAKEN deployment continues across all network elements.

All traffic, regardless of STIR/SHAKEN status, is subject to Yaxxa's robocall mitigation program.

3. Traffic Monitoring & Analytics

Yaxxa continuously monitors call traffic metrics including Answer-Seizure Ratio (ASR), call completion rates, and average call duration.

Short-duration calls and high-frequency failed call attempts are automatically flagged for review.

Volume anomaly thresholds are enforced to detect sudden spikes or abnormal calling patterns.

Outbound campaigns are reviewed at a campaign level to ensure compliance with expected dialing behavior and applicable regulations.

4. Mitigation Actions

Yaxxa maintains procedures to immediately suspend campaigns or traffic sources that exhibit indicators of illegal or abusive robocalling.

Customers responsible for confirmed or suspected illegal robocall activity may have services restricted or terminated.

Re-onboarding of suspended customers requires remediation, compliance review, and management approval before service restoration.

5. Traceback Cooperation

Yaxxa cooperates fully with the Industry Traceback Group, the Federal Communications Commission, and law enforcement agencies.

Traceback requests are acknowledged and responded to within 24 hours.

Yaxxa maintains and can promptly provide relevant call detail records (CDRs), SIP signaling data, and associated logs required for traceback investigations.

6. Caller ID Integrity Controls

Yaxxa prohibits caller ID spoofing and does not allow the use of telephone numbers that are not owned or expressly authorized by the customer.

Geographic consistency controls are enforced to align caller ID presentation with the expected originating region when applicable.

Caller ID rotation is controlled and monitored to prevent misleading or deceptive practices.

7. Record Retention

Yaxxa retains call detail records and related compliance logs for a minimum of 24 months.

Records are stored securely with access controls and audit logging.

Compliance records can be retrieved and produced rapidly in response to regulatory or traceback requests.