

Robocall Mitigation Program Description

WestVox Solutions LLC

1. Company Information

Legal Company Name: WestVox Solutions LLC

FCC Registration Number (FRN): 0037467339

Business Type: VoIP Reseller

Service Type: Interconnected VoIP Services

Upstream Carrier: SkySwitch

WestVox Solutions LLC (“WestVox”) provides Voice over Internet Protocol (VoIP) services to business customers as a reseller utilizing the network, switching, and signaling services of its upstream carrier, SkySwitch.

2. STIR/SHAKEN Implementation Status

WestVox Solutions LLC relies on its upstream carrier, SkySwitch, for STIR/SHAKEN caller ID authentication.

SkySwitch implements STIR/SHAKEN on outbound calls where technically feasible and performs authentication and verification on inbound calls in accordance with FCC rules and industry standards. As a reseller, WestVox does not directly perform call signing but ensures that all call traffic is routed exclusively through an upstream carrier that supports STIR/SHAKEN.

WestVox does not permit traffic to originate outside of authorized and compliant upstream networks.

3. Robocall Mitigation Measures

WestVox Solutions LLC has implemented reasonable and effective robocall mitigation practices designed to prevent the origination and transmission of illegal robocalls, including spoofed or unauthorized calls.

These measures include:

- Monitoring customer call traffic patterns for abnormal volumes or suspicious activity
- Reviewing high-risk or unusual calling behavior
- Coordinating with SkySwitch to investigate and block suspected illegal traffic
- Responding promptly to traceback requests from the FCC, law enforcement agencies, or authorized industry traceback groups

- Suspending or terminating service to customers found to be generating illegal robocalls or violating FCC regulations

WestVox maintains ongoing coordination with its upstream carrier to ensure timely mitigation of suspicious or non-compliant traffic.

4. Customer Vetting and Contractual Controls

Prior to activating service, WestVox Solutions LLC performs reasonable customer vetting, which may include:

- Verification of customer identity and business purpose
- Validation of service address and contact information
- Review of intended use of VoIP services

All customers are contractually prohibited from:

- Originating illegal robocalls
- Transmitting spoofed, misleading, or unauthorized caller ID information
- Violating the Telephone Consumer Protection Act (TCPA) or FCC robocall rules

Violations may result in immediate suspension or termination of service.

5. Caller ID Management

WestVox Solutions LLC requires customers to use only caller ID numbers that they own or are legally authorized to use. Caller ID spoofing, manipulation, or misrepresentation is strictly prohibited.

Caller ID enforcement and validation are performed in coordination with SkySwitch.

6. Ongoing Compliance Commitment

WestVox Solutions LLC is committed to ongoing compliance with all FCC robocall mitigation and caller ID authentication requirements. This Robocall Mitigation Program is reviewed periodically and updated as necessary to reflect regulatory changes or operational enhancements.

7. Certification

I certify under penalty of perjury that the foregoing Robocall Mitigation Program Description is true and correct to the best of my knowledge and that WestVox Solutions LLC has implemented the robocall mitigation measures described herein.

Executed on: January 19, 2026

Authorized Officer Name: _____Devika Vemana_____

Title: _____Owner_____

Company: WestVox Solutions LLC