

Robocall Mitigation Program Description

The Voice Stream (Hosted Voice Reseller)

1. Overview

The Voice Stream operates as a reseller of hosted voice services. We do not maintain our own switching infrastructure and do not directly originate or route calls over facilities we control. All call authentication, STIR/SHAKEN signing, call routing, and network-level robocall mitigation functions are performed by our upstream carrier partner, SkySwitch. This Robocall Mitigation Program describes the policies and procedures we maintain as a reseller to prevent the use of our services for illegal robocalling.

2. STIR/SHAKEN Implementation Status

STIR/SHAKEN is fully implemented by SkySwitch on all IP-based traffic. As a reseller, The Voice Stream relies on SkySwitch's authenticated call delivery, analytics, and network-level protections. For any legacy or TDM interconnections handled by SkySwitch, their mitigation procedures apply.

3. Robocall Mitigation Practices

A. Know-Your-Customer (KYC) Procedures

The Voice Stream maintains strict customer vetting processes, including identity verification, review of intended use cases, contractual prohibitions against illegal robocalling, and ongoing monitoring of customer behavior.

B. Traffic Monitoring & Analytics

Although network-level analytics are performed by SkySwitch, The Voice Stream monitors customer usage patterns for signs of misuse, including high-volume short-duration calling, sudden traffic

spikes, or suspicious caller ID behavior. Any anomalies are escalated immediately.

C. Call Blocking & Remediation

SkySwitch performs call blocking for invalid, unassigned, or spoofed caller IDs. When suspicious or illegal traffic is detected, The Voice Stream investigates the customer, coordinates with SkySwitch, and may suspend or terminate service.

4. Cooperation With Traceback Requests

The Voice Stream fully cooperates with the Industry Traceback Group (ITG), the FCC, and law enforcement. We respond to all traceback requests within 24 hours and work with SkySwitch to identify and remediate any illegal traffic.

5. Ongoing Compliance & Enforcement

We maintain an active compliance program that includes staff training, documentation of investigations, and regular updates to mitigation procedures. We also review SkySwitch's ongoing compliance measures to ensure alignment.

6. Compliance Contact

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