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Star Voice & Data Systems LLC Robocall Mitigation Program Description

Star Voice & Data Systems LLC is a non-facilities-based reseller of hosted VoIP services operating on the SkySwitch platform. We do not operate our own switching infrastructure, Session Border Controllers (SBCs), or interconnect directly with the public switched telephone network (PSTN).

All outbound calls originated by Star Voice & Data Systems LLC customers are routed through the SkySwitch hosted VoIP platform and its upstream carriers. SkySwitch has fully implemented the STIR/SHAKEN authentication framework across its IP network. As a result, all calls originated by Star Voice USA customers are subject to STIR/SHAKEN authentication.

Star Voice & Data Systems LLC maintains policies prohibiting the use of its services for illegal robocalling or any activity in violation of FCC regulations and the Telephone Consumer Protection Act (TCPA). Customers are contractually required to comply with all applicable federal and state laws governing outbound calling.

Star Voice & Data Systems LLC monitors customer traffic for suspicious patterns, including high-volume short-duration calls, excessive call attempts, invalid number dialing, and other indicators of potential illegal robocalling. If suspicious activity is identified, we will investigate promptly and may suspend or terminate service as appropriate.

Star Voice & Data Systems LLC commits to responding fully and within 24 hours to all traceback requests from the Federal Communications Commission (FCC), law enforcement agencies, and authorized industry traceback consortiums. We will cooperate fully in identifying and mitigating any illegal robocall activity originating from our services.