

Robocall Mitigation Program Description

Inextrix Technologies Pvt. Ltd.

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Entity Name	Inextrix Technologies Pvt. Ltd.
FCC Registration Number (FRN)	0038291977
Entity Type	Foreign Voice Service Provider
Country	India
Business Address	508-509, Lilamani Corporate Heights, Ahmedabad, Gujarat 380013, India
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1. Overview

Inextrix Technologies Pvt. Ltd. is a foreign voice service provider headquartered in Ahmedabad, India. The company provides VoIP billing, switching, and communication platform solutions to telecom operators globally through its products, including ASTPP (an open-source VoIP billing and switching platform), iCallify (an omnichannel contact center solution), and Fonimo (a VoIP softphone application). Inextrix serves operators in over 95 countries.

Inextrix originates voice calls to the United States and Canada through US-based gateway carriers. As a foreign voice service provider, Inextrix is not subject to the STIR/SHAKEN implementation requirement under 47 CFR 64.6301(a), but is committed to implementing a robust robocall mitigation program as required under 47 CFR 64.6305(a).

2. STIR/SHAKEN Exemption

Inextrix Technologies Pvt. Ltd. is exempt from the STIR/SHAKEN implementation requirement under 47 CFR 64.6301(a)(2). As a non-US entity, Inextrix does not operate network facilities within the United States. All calls destined for the US or Canada are routed through US-based gateway carriers who are responsible for STIR/SHAKEN attestation at the point of entry into the US telephone network.

3. Robocall Mitigation Program

Inextrix has implemented the following reasonable steps to avoid originating illegal robocall traffic on its network:

3.1 Customer Verification (Know Your Customer)

All customers undergo a thorough KYC (Know Your Customer) verification process before their accounts are activated. This includes verification of business identity, registration documents, physical address, and the intended use case for voice services. Customers who cannot provide satisfactory documentation are not granted access to originate calls.

3.2 Real-Time Traffic Monitoring

Inextrix monitors call traffic patterns in real time through its billing and switching platform. The system is configured to detect anomalies such as unusually high call volumes from a single account, high volumes of short-duration calls (indicating robocalling or call pumping), rapid sequential dialing to multiple numbers, and calling patterns inconsistent with the customer's stated use case.

3.3 Rate Limiting and Call Controls

Outbound call rates are limited on a per-customer basis. Maximum concurrent call limits and calls-per-second thresholds are enforced at the platform level to prevent abuse. These limits are set based on the customer's legitimate business needs and are reviewed periodically.

3.4 Acceptable Use Policy

All customers are required to agree to an Acceptable Use Policy (AUP) that explicitly prohibits the origination of illegal robocalls, spoofed caller ID, and any form of fraudulent or deceptive call traffic. Violation of the AUP is grounds for immediate suspension and termination of service.

3.5 Prompt Investigation and Enforcement

Upon detection of suspicious traffic or receipt of a complaint, Inextrix takes immediate action including temporary suspension of the suspected account pending investigation, analysis of call detail records to determine the nature of the traffic, and permanent termination of accounts found to be originating illegal traffic. Inextrix maintains records of all such actions taken.

3.6 Cooperation with Traceback Requests

Inextrix is committed to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, the Industry Traceback Group (ITG), and downstream carriers. Inextrix will cooperate with these entities in investigating and stopping any illegal robocallers that use its service to originate calls.

4. Commitment

Inextrix Technologies Pvt. Ltd. is committed to preventing illegal robocall traffic from originating on its network. This robocall mitigation program is reviewed and updated periodically to incorporate new best practices and to respond to evolving threats. The company will continue to work with its US-based gateway carriers and regulatory bodies to maintain the integrity of voice communications.

Samir Doshi

Co-founder and CTO

Inextrix Technologies Pvt. Ltd.

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