

ROBocall Mitigation Program Description

Company Name: Starfish USA LLC d/b/a AerVox

FCC Registration Number (FRN): [0038490090]

Date: [June 1, 2026]

Overview

AerVox, operated by Starfish USA LLC, is a Voice Service Provider and maintains a robocall mitigation program consistent with 47 CFR § 64.6305(a). AerVox has not implemented the STIR/SHAKEN authentication framework on any portion of its network and is filing under Option 3 of the FCC Robocall Mitigation Database certification process.

Customer Verification and Vetting

AerVox utilizes customer onboarding and verification procedures designed to reduce the risk of illegal robocall activity. Prior to service activation, customers are reviewed to confirm business legitimacy, intended use of services, and contact information. AerVox reserves the right to deny service to customers whose proposed use presents a heightened risk of illegal robocalling, caller ID spoofing, fraud, or other unlawful activity.

Traffic Monitoring

AerVox monitors customer traffic patterns and investigates unusual calling behavior, excessive outbound calling, suspicious call volumes, invalid caller ID presentation, consumer complaints, traceback requests, and other indicators of potential illegal robocall activity.

Enforcement Actions

AerVox may suspend, restrict, or terminate services for customers determined to be engaged in illegal robocalling, unlawful caller ID spoofing, fraudulent telecommunications activity, or violations of applicable federal or state laws.

Traceback Cooperation

AerVox commits to respond fully and within 24 hours to traceback requests received from the Federal Communications Commission, law enforcement agencies, and the Industry Traceback Group. AerVox will cooperate with investigations designed to identify, mitigate, and stop illegal robocall traffic.

Record Retention

AerVox maintains records reasonably necessary to identify customers associated with originating traffic and to support compliance with traceback requests and regulatory inquiries.

Certification

AerVox certifies that all calls originated through its services are subject to the robocall mitigation practices described herein and that AerVox has not been prohibited from filing in the Robocall Mitigation Database nor had any prior certification removed by Commission action.

Contact for Traceback Requests

Company: Starfish USA LLC d/b/a AerVox

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Website: <https://aervox.cloud>