

Robocall Mitigation Program Description

Company Name: FusionVox

FCC Registration (FRN): 0038536280

Date: 06/12/2026

1. Overview

FusionVox operates as a Voice over Internet Protocol (VoIP) service provider offering hosted Unified Communications services, including SIP trunking, PBX hosting, and business voice services. We are committed to preventing, detecting, and mitigating illegal robocalls and caller ID spoofing across all voice traffic traversing our network.

This Robocall Mitigation Program outlines the policies, technical controls, and operational procedures implemented to ensure compliance with FCC requirements, the TRACED Act, and industry best practices for robocall prevention.

2. Know Your Customer (KYC) / Customer Validation

FusionVox implements customer vetting procedures to reduce the risk of fraudulent or malicious call origination, including:

- Verification of customer identity prior to service activation
 - Validation of business identity where applicable (business name, address, and contact information)
 - Review of expected call traffic patterns during onboarding
 - Prohibition of anonymous or unverified high-volume calling accounts
 - Right to suspend or terminate service for suspected misuse or policy violations
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3. Traffic Monitoring and Anomaly Detection

We actively monitor voice traffic for patterns consistent with illegal robocalling or call abuse, including but not limited to:

- Unusual call volume spikes
- High-volume short-duration calls
- Repeated dialing to sequential numbers

- High call failure or rejection rates
- Suspicious international or high-risk destination patterns

Where abnormal behavior is detected, FusionVox may:

- Throttle call traffic
 - Suspend affected SIP accounts or trunks
 - Conduct manual investigation
 - Report findings to upstream carriers and appropriate traceback entities
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4. Call Authentication (STIR/SHAKEN)

FusionVox supports and participates in the STIR/SHAKEN framework to authenticate and verify caller identity where technically feasible within its network and upstream carrier capabilities.

- Signing of outbound SIP traffic with attestation levels as permitted
 - Verification of inbound signed calls where supported by upstream carriers
 - Cooperation with upstream and downstream providers to validate call integrity
 - Use of certified carriers that participate in STIR/SHAKEN enforcement
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5. Robocall Blocking and Mitigation Measures

FusionVox employs a layered approach to robocall mitigation, including:

- Blocking of known fraudulent or high-risk numbers based on reputation data
- Real-time call pattern analysis
- Upstream carrier filtering and enforcement collaboration
- Customer-level call restrictions when abuse is detected
- Manual review of flagged call traffic

We reserve the right to block or terminate traffic that is reasonably suspected to be associated with illegal robocalling activity.

6. Traceback Cooperation

FusionVox fully cooperates with industry traceback efforts, including the FCC-designated Industry Traceback Group (ITG). We will:

- Respond promptly to traceback requests
 - Provide call detail records (CDRs) when legally required
 - Identify originating customer accounts associated with suspect traffic
 - Take corrective action against offending customers or endpoints
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7. Enforcement and Remediation

Violations of this Robocall Mitigation Program may result in:

- Immediate suspension of SIP trunks or user accounts
- Termination of service agreements
- Reporting to upstream providers and regulatory bodies
- Permanent banning of offending traffic sources

FusionVox maintains zero tolerance for illegal robocall activity on its network.

8. Program Updates and Governance

This Robocall Mitigation Program is reviewed periodically and updated as needed to reflect:

- Regulatory changes
- Industry best practices
- Technological advancements in fraud prevention and voice security

Responsibility for enforcement and oversight resides with FusionVox's technical operations and compliance personnel.

9. Contact Information

Compliance / Abuse Contact:

FusionVox Abuse Desk

Email: abuse@fusionvox.com

Phone: 214-970-2299