

Robocall Mitigation Plan

Company Name: Universal Business Systems

FRN:0031280415

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Provider Type: Voip Service Provider

1. STIR/SHAKEN Status

Universal Business Systems is in the process of obtaining a Service Provider Code Token from the Secure Telephone Identity Policy Administrator (STI-PA). We anticipate completing our implementation of STIR/SHAKEN shortly once the token is issued and our upstream carrier integration is complete.

Until full deployment, we rely on upstream carriers that support STIR/SHAKEN to sign outbound calls on our behalf.

2. Robocall Mitigation Practices

We have implemented the following mitigation measures:

- Customer Vetting: We screen new customers to ensure they do not engage in illegal robocalling activity.
- Traffic Monitoring: We monitor outbound call traffic for patterns indicative of high-volume robocalling.
- Call Tracebacks: We fully cooperate with traceback requests from the FCC, US Telecom's Industry Traceback Group (ITG), and law enforcement.
- Complaint Handling: We respond to complaints and take appropriate action, including service termination if illegal robocall activity is detected.

3. Contact Information

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