

iComm America
Robocall Mitigation Program
(March 2026)

iComm America is an interconnected VoIP provider offering hosted PBX and SIP trunking to enterprises of all sizes. Our customers are business end-users and a small number of residential customers in mixed use spaces. Our customers interconnect with us over the public internet using their own broadband service.

Customer Verification:

Each iComm America customer must provide a verified physical address, business registration (if applicable), and name and contact information for at least one responsible individual. Residential customers must provide a verified email address. The businesses must have a web presence and contact email must be verified and dedicated to the business. The business must be registered in a US state or territory. Payment must be via credit card or US bank transfer. We cross-check and verify all these items and refuse to serve customers that are in any way suspicious. We do not serve foreign customers.

Rate Limits:

All callers are limited in the number of outbound calls they can initiate per minute and the number of concurrent calls allowed. These limits are set on a customer-by-customer basis based on conversational calling expectations given their business profile. A medium-sized business with 50 employees would be allowed 20 simultaneous calls and would be able to initiate 10 calls per minute. A residential customer would be limited to 5 simultaneous calls and can initiate 3 calls per minute.

Caller-ID:

We provide our customers with their telephone numbers (DIDs); customers can port their numbers to iComm America if they choose. All outbound calls must use a Caller-ID from that customer's pool of numbers assigned by us. The only exception is forwarded calls; in these cases, the call must include a DIVERSION header that contains a number assigned to that customer by iComm America. These conditions are checked by our switch before the call is sent onward.

CDR Monitoring:

iComm America assesses each customer's traffic on a weekly basis as well as some automated end of call analysis. We examine a set of metrics (number of call attempts, answer seizure ratio, average call duration, fraction of calls shorter than 60 seconds), looking for: (a) signs of automated dialing; (b) significant change from that customer's historic usage. Any anomalies result in immediate engagement with the customer to obtain a thorough, definitive explanation. If not resolved within 7 business days, the customer's service is suspended.

Contractual Prohibitions:

iComm America includes clauses in customer contracts that prohibit the use of services for unlawful robocalling or spoofing.

Blocking & Remediation:

iComm America uses technical measures including Do Not Originate (DNO) lists to block known scammers and suspends or terminates service for customers who violate terms of service.

Traceback:

iComm America responds promptly to all traceback requests. Any traceback results in an immediate detailed analysis of the initiating customer's CDRs for the past 30 days, followed by engagement with the customer to explain anomalies in the CDRs as well as the specific traceback example. If we do not receive satisfactory explanation within 72 hours, the customer is suspended. A customer that is the subject of three tracebacks in 90 days is permanently banned from our platform, unless the traceback examples are shown with certainty to be legal and compliant.

Other:

iComm America provides STIR/SHAKEN implementation and obtains its numbering resources through a wholesale provider.

