

Robocall Mitigation Database (RMD) Certification

Version: 2.0

Date: 03-31-2026

Company Information

Company Name: Inn Touch Systems

Address: 12967 Arroyo Street, San Fernando, California

Proprietor: Warren Steinman

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Phone: 818-365-3405

1. Filing Entity

Inn Touch Systems was the subject of a formal Federal Communication Commission (the Commission) action for suspected wrongdoing due to failure to cure its deficient Robocall Mitigation Database (RMD) certification as promulgated in Robocall Mitigation Database Filers, EB-TCD-25-00038590, Order, 40 FCC Rcd 6009 (EB 2025) dated August 2025.

After Inn Touch Systems communicated its intention to remedy the deficiencies, the Commission reinstated us in September 2025. On March 24, 2026, the Commission communicated, through an update to EB-TCD-25-00038590, that the RMD certification of Inn Touch Systems was considered deficient. The Commission set a deadline of fourteen (14) days to cure the deficiencies in the RMD Database Filing.

This document represents the best effort by Inn Touch Systems to remedy the deficiencies through a revised Robocall Mitigation Plan. This revision provides evidence that Inn Touch Systems has cured the previous deficiencies present in our previous RMD certification.

2. Certification Statement

Inn Touch Systems certifies that all calls originating from Inn Touch Systems's network are subject to the controls set forth in the following Robocall Mitigation Plan.

Robocall Mitigation Plan

1. About Inn Touch Systems

Inn Touch Systems (<https://inntouchsystems.com>) is a Guest Wifi, Telecom and Camera system specialist that installs and manages Matrix Telecom Security systems primarily for Hospitality (hotel and motel) customers. Inn Touch Systems is located in San Fernando California. Inn Touch is proud to be supporting its Hospitality customers for more than 30 years

2 STIR/SHAKEN

Inn Touch Systems is a reseller of voice services provisioned by upstream network partners. Inn Touch Systems does not have the network infrastructure necessary to implement STIR/SHAKEN call signing. Based on FCC24-120, Eighth Report and Order, WD Docket 17-97, para 8, November 2024, Inn Touch Systems is currently exempt from STIR/SHAKEN implementation requirements.

Inn Touch Systems relies on its upstream providers to sign all calls originating on our network their valid STIR/SHAKEN. This ensures that calls placed by Inn Touch Systems customers are fully compliant with the STIR/SHAKEN framework.

3. In Person Customer Vetting

Inn Touch Systems is a specialist reseller and we do not allow internet enrollment to our services. Our core market is hotels, motels and other hospitality businesses. The address, business registration and ownership of the hotel is physically verified when the Matrix Telecom Security solutions are installed at the customer premises.

Telemarketers are not permitted on the Inn Touch Systems network and autodialler solutions are not supported by the Matrix Telecom Security PBX installed by Inn Touch Systems. Inn Touch Systems strongly believes that the Customer Vetting meets or exceeds the practices of generalist VOIP providers.

4. Inn Touch Internal Controls

Inn Touch has applied controls on its network to prevent illegal robocalls. Inn Touch Systems deploys a mature on-premise PBX system that we deploy for our customers. This solution was tailored for the hospitality businesses and provides features required to meet specific requirements. These include:

- Compliance with Roy Baum's Act for dispatching emergency services to a specific room.
- Compliance Kari's Law for unrestricted access to Emergency 911 services with no dialing prefix.
- Restrictions on long distance dialing.

- Support for real time security monitoring solutions.

Further, Inn Touch Systems applies the following active controls using the features present in the PBX solution:

- As each customer account corresponds to an on-premise PBX, Inn Touch Systems applies IP address whitelisting to verify calls are placed by a valid Inn Touch System customer.
- Outbound rules are applied to prevent calling to restricted destinations.
- Caller IDs are locked to numbers owned by the INN Touch System customers. This prevents call spoofing.

1. Reputable Upstream Partners

Inn Touch Systems has carefully selected upstream network partners to ensure that the upstream providers are not only compliant with STIR/SHAKEN certificate signing but also have in place strong illegal robocall and fraud call mitigation programs. Inn Touch Systems upstream network partners act provide support and guidance on managing our internal operations to combat illegal Robocalls. Below are a summary of our selected network partners and their controls:

VoIP.ms

VoIP.ms [FRN#: 0022699458, RMD0001489] has been providing VOIP and cloud PBX services in the US market since 2007. VoIP.ms is fully compliant with FCC statutes and regulations. VoIP.ms provides the following outbound traffic controls to Inn Touch Systems.

- **Fraud Mitigation/Network Security Support:** VoIP.ms employs a team of full-time employees focused on identifying illegal robocallers and fraud actors active on their network. This team is an additional resource that the Inn Touch Systems anti-robocall team can contact to receive guidance and additional support if Inn Touch Systems is subject to a coordinated attack by illegal robocallers.
- **Caller ID Verification (anti-spoofing):** VoIP.ms enforces Caller ID Verification. All calls that are placed by an Inn Touch Systems customer are validated to be owned and controlled by the customer. These numbers are verified by Inn Touch Systems as valid caller IDs.
- **Federal Do Not Originate (DNO) List:** VoIP.ms administers and applies a DNO List that is compliant with FCC directives. No Inn Touch Systems PBX user can pass a caller ID on the VoIP.ms network that is contained on this list
- **Inn Touch Systems specific DNO List:** VoIP.ms maintains an Inn Touch Systems specific DNO List that allows Inn Touch Systems to submit local numbers (such as hotel inbound

customer service number) that are not on the federal DNO List but should not be allowed to be used by Inn Touch Systems customers.

- **Algorithm based call traffic controls:** VoIP.ms implements on their network alerts and automatic call blocking based on outbound call traffic characteristics representative of suspicious (i.e. automated) dialers (call volume, traffic pumping, dialer fingerprinting, sliding call windows etc). As Inn Touch Systems does not permit telemarketers on the network, these alerts are applied in their entirety on Inn Touch Systems account traffic.
- **Inn Touch Systems specific call traffic controls:** VoIP.ms offers to selected Reseller clients the capability to apply stricter outbound traffic controls. Inn Touch Systems has negotiated access to this capability. These controls automatically block and immediately inform Inn Touch Systems's Robocall Mitigation Team via email and web hook if customer call traffic does not match our hospitality industry customer profile.
- **Post-incident reviews:** In the event that an ITG event occurs, VoIP.ms and Inn Touch Systems have agreed that a session will be held within 24 hours of Inn Touch Systems receiving the FCC notification. This session is used to identify how the malicious actor accessed the Inn Touch Systems network and additional controls to be put in place prevent reoccurrence.

2. Traceback Commitment:

Inn Touch Systems commits to respond fully to Industry Traceback Group notices (ITG). The company dedicates sufficient resources to promptly complete and provide responses to all ITGs, with full responses provided within 24 hours. Inn Touch Systems also complies with all law enforcement requests that follow due legal process.

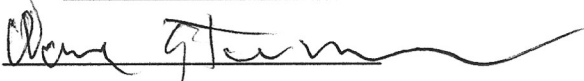
Inn Touch Systems offers a single point of contact for ITG and law enforcement requests:

WARREN@INNTOUCHSYSTEMS.COM

3. Certification and Signature

Authorized Name: WARREN STEINMAN _____

Title: __OWNER__

Signature: 

Date: __4/6/2026__