

Prymatica LLC - Robocall Mitigation Plan

Updated August 2026

Purpose and Scope

Prymatica LLC (the “Prymatica”) is a voice service provider that originates voice traffic to the public switched telephone network (PSTN) and maintains a robocall mitigation program consistent with 47 CFR § 64.6305, including STIR/SHAKEN caller ID authentication implemented pursuant to 47 CFR § 64.6301.

Provider Role

Prymatica is a voice service provider that serves end-user customers and originates outbound voice traffic on its platform. Outbound calls are routed to the PSTN via one or more upstream provider partners for termination to destination numbers.

STIR/SHAKEN Implementation

Prymatica certifies that it has implemented Complete STIR/SHAKEN caller ID authentication across its network consistent with 47 CFR § 64.6301. Prymatica voice network is IP-based, and Prymatica signs outbound calls it originates using its own STI certificate issued by an approved STI Certificate Authority (STI-CA), with call signing performed by in-house developed signing software.

Prymatica assigns attestation levels based on its verification of the calling party and confirmation of the calling party’s authority to originate calls using the associated telephone number(s), consistent with applicable FCC rules, orders, and guidance.

Know Your Customer

At onboarding, Prymatica collects basic business identity and contact information from prospective customers, including legal name/DBA, company details, website, authorized representative, and a valid payment method. Prymatica validates customer-provided information using fraud-screening and verification tools to confirm legitimacy and to identify potential risk indicators. For higher-risk signups or when automated checks are inconclusive, Prymatica applies enhanced verification, which may include requesting additional documentation and verifying an individual associated with the account (e.g., government-issued ID and a selfie/identity verification step) before activating service.

Additionally, Prymatica maintains an Acceptable Use Policy (“AUP”) that customers must sign before being permitted to use Prymatica’s network. Among other things, the AUP prohibits:

- No illegal robocalls, spoofing, or misleading caller ID,
- No harassment, fraud, or scams,
- Requirements to follow laws, including TCPA, TSR, state laws) and keep consent records if applicable
- Prymatica’s right to monitor traffic, suspend, block, or terminate service for violations

- Cooperation with traceback/law enforcement requests when required

Traffic Monitoring and Analytics

Prymatica uses internally developed monitoring and analytics tools to observe outbound calling behavior and identify anomalous or potentially unlawful patterns, including high-volume bursts, short-duration spikes, elevated failed-call metrics, and irregular or invalid caller ID patterns. Monitoring is performed on an ongoing basis to detect and triage suspicious activity.

When suspicious traffic is identified, Prymatica immediately applies a temporary suspension to stop additional traffic from the customer account and initiates a manual review. Based on the outcome of our review, Prymatica may impose additional controls including but not limited to rate-limiting or blocking, and require remediation and assurances, and, where warranted, suspend service for a longer period or terminate the customer relationship.

Know Your Upstream Provider

Prymatica does not accept third-party traffic for transit. Outbound calls originate only from Prymatica's end users and are routed to the PSTN via its upstream carrier partner(s). Prymatica coordinates with its upstream carrier partner(s) on suspected illegal traffic and traceback requests as required.

Traceback Commitment and Plan Governance

Prymatica remains committed to responding fully and within 24 hours to call traceback requests from the Commission, law enforcement, and the traceback consortium, and to cooperate with such entities in investigating and stopping illegal robocallers initiating calls.

Prymatica has not been prohibited from filing a certification in the Robocall Mitigation Database.

Prymatica reviews and maintains its robocall mitigation program and updates it within 10 business days when filing information, services, traffic patterns, or risk controls change.

Point of Contact:

Name: Robby Frank

Title: COO

Email: fcc@prymatica.com

Phone: 786-744-4474

This program demonstrates Prymatica's commitment to protecting consumers, upholding industry standards, and contributing to the elimination of illegal robocalls.