

Dental Medical Automation, Inc. (DMA Tech Solutions)

4336 Brecksville Rd, Suite A, Richfield, OH 44286

FCC Registration Number (FRN): 0030944185

Robocall Mitigation Program Description

Overview

Dental Medical Automation, Inc. ("DMA") is a provider of white-label/resold VoIP services to end users. DMA does not obtain telephone numbers directly from the North American Numbering Plan Administrator (NANPA) or Pooling Administrator and does not operate as a facilities-based carrier. Instead, DMA purchases wholesale VoIP services from its upstream provider, SkySwitch, which is fully responsible for implementing the STIR/SHAKEN authentication framework on all originating calls.

Pursuant to 47 CFR § 64.6301(a)(5), DMA is exempt from direct STIR/SHAKEN implementation obligations but is required to maintain a Robocall Mitigation Program.

STIR/SHAKEN Reliance on Upstream Carrier

All calls originated by DMA's end-user customers are authenticated and signed by SkySwitch under its STIR/SHAKEN implementation. DMA does not perform any call authentication directly; instead, it relies fully on SkySwitch's compliance with the FCC's STIR/SHAKEN obligations.

Customer Vetting and Enrollment

DMA implements strict customer onboarding and account monitoring procedures to prevent the origination of illegal robocall traffic, including:

- Verifying the identity and legitimacy of all new customers prior to activation.
- Prohibiting high-risk or suspect customers (including known robocallers, lead generators, and auto-dialer operations not serving legitimate business functions).
- Limiting account provisioning and monitoring usage for suspicious activity.

Ongoing Monitoring and Traffic Review

- DMA monitors customer call patterns for abnormal activity (e.g., excessive short-duration calls, high-volume auto-dialing, or other indicators of robocall traffic).
- Accounts suspected of generating illegal robocalls are investigated immediately and may be suspended or terminated.
- DMA enforces strict Terms of Service prohibiting the origination of illegal robocalls.

Traceback and Enforcement Cooperation

- DMA responds to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group within 24 hours.
- DMA fully cooperates with any enforcement action and takes immediate corrective action against offending customers.

Certification

Dental Medical Automation, Inc. certifies that it:

- Relies on its upstream provider (SkySwitch) for STIR/SHAKEN implementation.
- Has implemented a robocall mitigation program consistent with 47 CFR § 64.6305(a).
- Responds to traceback requests within 24 hours and cooperates with enforcement authorities.
- Prohibits and actively mitigates the origination of illegal robocall traffic on its network.