

Robocall Mitigation Program Description

Ferrum Technology Services, LLC

FCC Registration Number (FRN): 0035469089

Filing Category: Voice Service Provider

Address: 3656 Broadleaf Ave, Elgin, IL 60124

Phone: 847-697-3282

Authorized Signatory: Richard Sherman, Chief Revenue Officer

1. Company Overview

Ferrum Technology Services, LLC is a Managed Service Provider (MSP) that delivers hosted PBX, SIP trunking, and unified communications services to business end-users. As a registered Voice Service Provider, we are responsible for originating, routing, and terminating calls on behalf of our customers.

2. STIR/SHAKEN Implementation

We have implemented STIR/SHAKEN call authentication technology on all IP-based voice traffic that originates on our network and is exchanged with other carriers via SIP. Where STIR/SHAKEN cannot be applied (such as non-IP or legacy interconnections), we employ additional robocall mitigation measures as outlined below.

3. Robocall Mitigation Measures (Beyond STIR/SHAKEN)

For any traffic not fully covered by STIR/SHAKEN, Ferrum Technology Services, LLC employs the following measures to detect and prevent unlawful robocalls:

- Customer Vetting & Onboarding:

- We conduct due diligence on all customers before enabling voice services, including verification of business identity, address, and use case for outbound calling.
- We prohibit customers from using our services for mass robocalling or autodialer-based fraud.

- Traffic Monitoring & Analytics:

- We actively monitor outbound traffic patterns for anomalies, such as high-volume short-duration calls or unusual call destinations.
- Automated alerts flag potential unlawful robocalling activity for immediate review.

- Call Blocking & Rate Limiting:

- Suspected illegal robocall traffic is subject to rate limiting, temporary suspension, or permanent termination of service.
- Calls from known bad actors or numbers flagged by industry traceback groups (e.g., USTelecom's Industry Traceback Group) are blocked.

- Cooperation with Enforcement:

- We fully cooperate with traceback requests from the Industry Traceback Group (ITG) and law enforcement agencies.
- We respond promptly to traceback requests and provide the necessary records for investigation.

4. Ongoing Compliance & Monitoring

Ferrum Technology Services, LLC maintains policies to ensure compliance with FCC rules on robocall mitigation. Staff are trained to identify and handle robocall-related issues. Our mitigation program is reviewed periodically and updated as needed to align with evolving FCC and industry requirements.

5. Certification

Ferrum Technology Services, LLC certifies that it has implemented the above-described robocall mitigation program, consistent with the FCC's requirements, and will continue to ensure that its network is not used to originate or carry unlawful robocalls.