

Matrix Servers Corporation Inc.

VoIP FCC Compliance & Client Protection Package (2026)

1. Robocall Mitigation Plan (FCC RMD Filing)

Matrix Servers Corporation Inc. is an interconnected VoIP provider based in Quebec, Canada, providing U.S. PSTN origination and termination services.

STIR/SHAKEN: The company relies on upstream carriers (Flowroute, VoIP.ms, Bulk911, Distributel, etc.)

for authentication and attestation of outbound traffic entering the U.S. PSTN.

Mitigation Measures:

- Customer identity verification (KYC)
- Business registration validation
- Signed Acceptable Use Agreement
- Caller ID validation and spoofing prevention
- Traffic spike monitoring (CPS, ASR, ACD)
- Short duration call detection
- Sequential dialing detection
- Minimum 6-month CDR retention
- 24-hour traceback response commitment

Compliance Contact: compliance@matrixservers.com

2. Acceptable Use Policy (Client Addendum)

Clients are strictly prohibited from:

- Initiating illegal robocalls
- Spoofing caller ID without authorization
- Using automated dialing systems unlawfully
- Violating the U.S. TCPA or similar regulations
- Generating artificial traffic pumping schemes
- High-volume short duration dialing campaigns

Matrix reserves the right to suspend service immediately if traffic patterns indicate unlawful or suspicious activity.

Clients acknowledge that compliance with FCC Robocall Mitigation rules is mandatory and may result in suspension without notice.

3. KYC & Risk Scoring Model

Customer Onboarding Checklist:

- Government-issued ID
- Business registration documents
- Website & digital footprint review
- Intended call volume declaration
- Dialer usage disclosure
- Destination routing disclosure

Risk Classification:

Low Risk – Standard business usage

Medium Risk – Moderate outbound traffic

High Risk – Lead generation, auto-dialers, call centers

High Risk accounts require executive approval and enhanced monitoring.

4. Infrastructure & Future Compliance Roadmap

Phase 1 (Current):

- FCC RMD registration
- Upstream STIR/SHAKEN reliance
- Active monitoring & logging

Phase 2 (Scaling Outbound Campaigns):

- Automated fraud detection integration
- Account-level CPS rate limiting
- CLI validation enforcement
- Documented suspension workflow

Phase 3 (Enterprise Level):

- Direct STIR/SHAKEN signing implementation
- Potential U.S. OCN registration
- Dedicated telecom compliance officer
- U.S. subsidiary telecom structure (if scaling nationally)