



Robocall Mitigation Program Description

NEOS Technologies, Inc.

FCC FRN: 0025591991

Date: February 27, 2026

1. Provider Overview

NEOS Technologies, Inc. is a United States based retail Voice over IP service provider serving business and end user customers. The company does not operate its own switching infrastructure and does not possess an Operating Company Number.

All SIP signaling, call routing, and STIR/SHAKEN authentication functions are performed by its upstream facilities-based provider, SkySwitch/BCM One.

2. STIR/SHAKEN Implementation

All outbound calls that originate through NEOS Technologies, Inc. are authenticated using the STIR/SHAKEN framework via its upstream carrier, SkySwitch/BCM One.

SkySwitch/BCM One is responsible for SIP signaling, call signing, and compliance with applicable STIR/SHAKEN technical requirements.

NEOS Technologies, Inc. relies on its upstream provider for implementation of the STIR/SHAKEN authentication framework consistent with 47 CFR § 64.6305.

3. Commitment to Prevent Illegal Robocalls

NEOS Technologies, Inc. maintains a robocall mitigation program designed to prevent the origination of illegal robocalls and spoofed traffic through its services.

The company does not knowingly originate, transmit, or facilitate illegal robocalls.

4. Know Your Customer Procedures

Before activating service, the company performs reasonable customer verification procedures, including:

- Verification of business identity for commercial customers
- Collection of legal business name, address, and responsible party information
- Verification of government issued identification when appropriate.
- Confirmation of intended use case for voice services
- Higher risk industries or traffic profiles are subject to enhanced review before activation.



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5. Traffic Monitoring and Analytics

The company monitors call traffic for patterns indicative of illegal robocalling or spoofing, including:

- Unusually high call volumes
- Short duration call bursts
- Sequential dialing patterns
- Elevated complaint levels
- Traffic inconsistent with stated business purpose

Suspicious traffic is reviewed promptly.

6. Response to Suspected Illegal Traffic

If suspicious or illegal activity is detected, the company takes appropriate action, including:

- Immediate investigation of the account
- Temporary suspension of outbound calling privileges
- Termination of service
- Cooperation with upstream carrier mitigation measures

The company acts promptly to prevent continued transmission of suspected illegal traffic.

7. Cooperation with Traceback Requests

NEOS Technologies, Inc. cooperates with lawful traceback requests from:

- The Federal Communications Commission
- Law enforcement agencies
- The Industry Traceback Group
- Its upstream provider

Traceback requests are addressed in a timely manner, and relevant records are retained consistent with applicable regulations and business practices.

8. Record Retention

Customer onboarding documentation and relevant call detail records are retained for a reasonable period to support compliance and traceback cooperation.





9. Employee Oversight

Personnel responsible for provisioning and account management are informed of compliance obligations related to robocall mitigation and escalation procedures for suspicious activity.

10. Ongoing Compliance

The company periodically reviews mitigation practices and updates internal procedures as necessary to align with FCC rules and industry standards.

NEOS Technologies, Inc. affirms it has not been subject to a Commission finding of deficient robocall mitigation and has not been prohibited from filing in the Robocall Mitigation Database.



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