

# Robocall Mitigation Program Description

**Company Name:** AEM Business Solutions, LLC.  
**FCC Registration Number (FRN):** 0034486456

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## 1. Provider Identification and Role

AEM Business Solutions, LLC. is a non-facilities-based Voice over IP (VoIP) provider offering communication services to its managed IT service customers.

AEM Business Solutions, LLC. provides voice services as part of its broader Managed Service Provider (MSP) offerings and does not operate as an intermediate or transit provider.

AEM Business Solutions, LLC. primarily serves small and mid-sized business customers within managed IT service relationships. The company does not provide retail voice services to anonymous users, high-volume dialing platforms, mass-calling services, or automated dialing systems. This business model significantly reduces the potential risk of illegal robocalling originating from the network.

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## 2. STIR/SHAKEN Implementation

AEM Business Solutions, LLC. does not directly implement STIR/SHAKEN authentication within its own network infrastructure. Instead, the company relies on its upstream carrier partners to perform STIR/SHAKEN authentication and call signing on its behalf.

All outbound voice traffic is routed through upstream carriers that are fully compliant with applicable STIR/SHAKEN implementation requirements and industry standards.

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## 3. Customer Vetting and Know-Your-Customer (KYC)

Voice services are provided exclusively as part of AEM Business Solutions, LLC.'s Managed Service Provider (MSP) service agreements. All customers are manually vetted prior to service activation, including verification of business identity, confirmation of legitimate business use, and direct communication with company representatives.

Because voice services are delivered within AEM Business Solutions, LLC.'s managed IT service contracts, customer environments and endpoints are actively managed and monitored by AEM Business Solutions, LLC., providing additional oversight and reducing the risk of misuse. No anonymous or automated account provisioning is permitted.

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## 4. Traffic Monitoring and Analytics

AEM Business Solutions, LLC. monitors outbound calling activity for patterns consistent with illegal robocalling or abusive traffic.

Because AEM Business Solutions, LLC. manages the customer network environments and endpoints under its MSP agreements, abnormal traffic patterns can often be identified quickly through both voice platform monitoring and managed network oversight.

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## **5. Use Case Restrictions**

Voice services provided by AEM Business Solutions, LLC. are restricted to legitimate business communications. The company strictly prohibits autodialing campaigns, unlawful telemarketing activity, spam calling, robocalling, or any activity that violates federal or state telecommunications regulations.

Customers are contractually required to comply with all applicable laws and acceptable use policies.

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## **6. Mitigation and Enforcement Actions**

If suspicious or non-compliant calling activity is detected, AEM Business Solutions, LLC. will take immediate action including temporary suspension of services, investigation of customer activity, disabling of endpoints or credentials, and termination of service if violations are confirmed.

AEM Business Solutions, LLC. maintains the ability to rapidly disable any endpoint, account, or trunk if misuse is suspected.

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## **7. Traceback Cooperation**

AEM Business Solutions, LLC. will promptly respond to traceback requests from regulatory agencies, law enforcement, and industry traceback organizations.

The company commits to full cooperation in identifying the origin of suspicious traffic and assisting with mitigation of illegal robocall activity.

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## **8. Network Architecture and Controls**

The AEM Business Solutions, LLC. voice network is configured to prevent unauthorized call origination and ensure outbound calling is restricted to authenticated endpoints.

Security controls include SIP authentication, prevention of open SIP relay, restricted outbound routing, and logging systems to support investigation and traceback requests.

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## **9. Ongoing Compliance**

AEM Business Solutions, LLC. regularly reviews its robocall mitigation policies, monitoring procedures, and customer activity to ensure continued compliance with applicable FCC regulations and industry standards.

Because voice services are delivered within a managed IT services framework, AEM Business Solutions, LLC. maintains a high level of operational visibility and administrative control over customer endpoints and voice traffic.