

Robocall Mitigation Database (RMD) Compliance Plan

Company Name	THE RAMOS GROUP INC
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1. Purpose

THE RAMOS GROUP INC maintains this Robocall Mitigation Plan in accordance with FCC regulations and the STIR/SHAKEN framework requirements. This document outlines the procedures, policies, and operational safeguards implemented to prevent the origination and transmission of illegal robocalls and caller ID spoofing traffic.

2. STIR/SHAKEN Implementation

THE RAMOS GROUP INC certifies that it has implemented STIR/SHAKEN authentication across its IP-based voice network where technically feasible. All originating calls are authenticated using approved standards and protocols compliant with FCC guidelines under 47 CFR § 64.6301 and related requirements.

3. Traffic Monitoring and Analytics

The company actively monitors voice traffic patterns using automated and manual review systems. Traffic anomalies including high call velocity, short duration calls, invalid caller IDs, repetitive dialing behavior, and suspicious international traffic are flagged for investigation and mitigation.

4. Customer Verification and KYC Procedures

All customers undergo verification procedures prior to service activation. Verification includes identity checks, business validation, service use-case review, billing verification, and fraud risk assessment. High-risk accounts may require additional documentation and enhanced monitoring.

5. Traceback Cooperation

THE RAMOS GROUP INC commits to responding promptly to traceback requests received from the FCC, law enforcement agencies, the Industry Traceback Group (ITG), and authorized consortiums. The company maintains internal procedures to investigate suspicious traffic and suspend offending services when necessary.

6. Mitigation Actions

Upon identifying suspicious or illegal robocall activity, the company may implement immediate mitigation measures including traffic blocking, call rate limiting, account suspension, number deactivation, and escalation to compliance personnel for further review.

7. Vendor and Upstream Carrier Policies

THE RAMOS GROUP INC works only with reputable carriers, vendors, and voice service providers that comply with applicable FCC robocall mitigation obligations. The company evaluates vendor compliance practices and may terminate relationships with entities associated with unlawful traffic.

8. Record Retention

Call detail records, customer onboarding records, traceback requests, and mitigation logs are retained in accordance with operational, regulatory, and legal requirements. Records are maintained securely and are accessible for compliance investigations when required.

9. Internal Compliance Oversight

The compliance team regularly reviews network activity, customer behavior, and mitigation controls to ensure continued adherence to FCC robocall mitigation obligations. Policies are updated periodically based on evolving regulatory guidance and industry best practices.

10. Certification

THE RAMOS GROUP INC certifies that the information contained in this Robocall Mitigation Plan is accurate to the best of its knowledge and that the company maintains reasonable procedures to prevent the origination and transmission of illegal robocalls and spoofed traffic.

Authorized Officer: Liam Caldwell
Company: THE RAMOS GROUP INC
Date: May 13, 2026